

# Annual Report FY18/19





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# OUR MISSION

TO ENHANCE THE WELL BEING OF FAMILIES  
AND INDIVIDUALS BY DELIVERING QUALITY  
AND PROFESSIONAL SOCIAL SERVICES



## OUR AIMS

- ◆ *Supports the unity and nurturing functions of families*
- ◆ *Empowers families and individuals with skills to meet life's challenges*
- ◆ *Instils values through the provision of relevant and integrated social services*
- ◆ *Strives to enhance service effectiveness through staff development*

Living is giving...If you spend your money on yourself, you are just surviving. But if you want your life to count, if you want to really live - give.

Timothy Keller

Life is not just about merely surviving. Every minute of our lives is meant to be lived well with dignity, significance and purpose. Unfortunately, we are also cognizant that for those who are downtrodden, those who are struggling and facing the harsh realities of today's world, life can seem to be just about surviving from day to day.

At Bethesda Care Services, we reach out to touch lives by being the hands and feet of our community. It is our goal to empower our clients to not just survive the day but to live well. This may mean different things to the various demographic segments that we are serving. For the elderly, we seek to empower them to be mentally and socially active, staying connected to a community and continually learning and discovering even in their advanced years. For example, we collaborated with SGAG, The Social Co. and Samsung for the "The Power to Progress" campaign to empower the elderly to pick up basic skills to harness and enjoy digital technology.

For the youths, it is to channel their boundless energy to meaningful causes, to help them develop empathy and compassion for others and to give to the community. This is exemplified through the Service Learning projects and the City-YMCA Youth For Causes initiative as well as collaborations

with internal and external partners to encourage multi-generational bonding. This FY marked our first collaboration with Tan Chin Tuan Foundation for the Project Cheer Programme and continual inter-departmental collaborations between ISSCC and the Active Ageing department.

Hence, it is with this in mind that the theme of this FY's BCS Awareness Week was entitled "Act and Empower", encouraging volunteers to arise to join us in empowering our clients to live a meaningful life that goes beyond merely surviving. In this Annual Report, you will find some short stories of the lives that have been empowered by our efforts. We hope that you would also resonate with this goal of ours, that you would continue to join us in this mission to help our clients to live the meaningful and abundant life that is worth living.

# CHAIRMAN'S MESSAGE



A handwritten signature in black ink, appearing to read "Peng Chung Mien".

*Dr Peng Chung Mien  
Chairman of the Management Committee  
Bethesda Care Services*



# A Hand to Hold

In 2013, *George*\* suffered a major fall and could no longer continue his job as a taxi driver. Leaving the house to run errands outdoors poses significant fear in *George*'s wife as she worries about her husband's safety when he is alone. As with many other seniors living on their own, the frugal couple have to live off their savings for food and basic necessities.

Till today, the elderly couple are reliant on Bethesda Care Services staff and volunteers to provide them with Medical Escort Transport and Meals-on-Wheels service. Besides providing them with support in their physical needs, our staff have been there for their relational needs, giving them a hand to hold.

*\*Names written in italics have been changed to protect the client's privacy*

<sup>1</sup>Statistics was taken from the Straits Times article – *The struggle for dignity in old age*

<sup>2</sup>Research was taken from the article – *Falls among older persons: A public health perspective*

By 2030, there will be an estimated 83,000 seniors living alone.<sup>1</sup> The elderly above the age of 65 face a prevalence of falls that could lead to pre-mature death.<sup>2</sup>

Many elderly residents out there like *George* and his wife are taking life one day at a time. The greater problem for many of them – especially those like *George* and his wife who are homebound due to disability, failing health or mental illness – is social isolation. By lending a helping hand, you can reach out and empower the seniors in need.



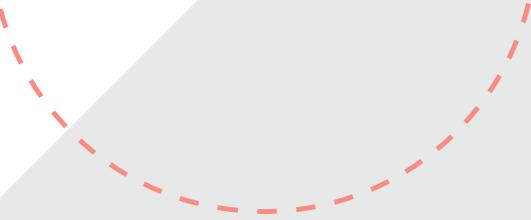
**DONATE NOW TO  
EMPOWER LIVES!**



<https://bethesdacare.sg/donate>



*We are thankful for the many volunteers who have faithfully served alongside us in our Meals-On-Wheels (MOW) delivery. We have also seen an increase in volunteers serving together as a family or in teams.*



# Elderly Services



# ELDERLY SERVICES

In FY18/19, we have served a total of **300 clients**, there is a rising need for Elderly Services in the community with **90 new referral cases**. This FY, we strive to improve in our services, our staff have attended courses such as Accidents & Emergencies Care for the Elderly & Disability and Transferring, lifting & moving techniques.



MEALS-ON-WHEELS

**185**

SENIORS SERVED  
WITH MOW



MEDICAL ESCORT  
AND TRANSPORT

**111**

SENIORS SERVED  
WITH MET



REFERRAL CASES

**90**

NEW REFERRAL  
CASES\*



*\*This increase requires additional man hours to make initial contact with clients and to conduct home visit intake assessment.*



This FY18/19, we reached an all-time high record of 81 two-way trips in May 2018. With more volunteers assisting in our MOW services and the use of a car rental service provider, we had an average of 65 two-way trips per month.



NO. OF TWO-WAY TRIPS/MONTH

**81 TRIPS**

Highest Record  
in May 2018

**65 TRIPS**

Average

# HIGHLIGHTS FOR FY18/19

## CORPORATE PARTNERSHIPS

### 1. COLLABORATION WITH FUTUREADY SIA

This FY18/19, we have continued our collaboration with FutuReady Asia and embarked on another series of Community Service Projects. It has been a joy partnering with FutuReady Asia since November 2017, and we look forward to future endeavours.

10th Global Youth Leaders Summit & Nelson Mandela International Day

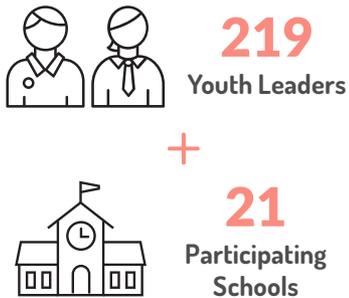


My family and I (with young kids ages 2 & 5) have been looking at options to serve together and found 'Meals on Wheels' to be a very enriching experience for us all. Taking the children with us and knocking on doors, delivering food to the elderly is not only an eye opener for the young ones but it also brings a smile to our recipients. The elderly always look forward to seeing young faces.

*Karen Loh O'Brien  
Meals-on-Wheels Volunteer*

**31 JULY 2018** COLLABORATION WITH FUTUREADY ASIA FOR  
10TH GLOBAL YOUTH LEADERS SUMMIT & NELSON  
MANDALA INTERNATIONAL DAY

In Celebration of the 10th Global Youth Leaders Summit & Nelson Mandela International Day held on 31 July 2018, 219 youth leaders from 21 participating schools visited our premises and served the community by packing and delivering daily necessities for our beneficiaries. It has been a delight to collaborate with FutuReady Asia for this important occasion. Our beneficiaries really enjoyed their visit and were touched that the students would take time to visit them. With overwhelming support, we were able to reach out to 18 homes.



## 2. SERVICE LEARNING PROJECT & BEFRIENDING

From 2019 onwards, we continued to collaborate with FutuReady Asia on their service learning projects as part of their new Outward Bound (OB) Parallel Programme. This was a one week programme for student leaders to hone their leadership skills and learn how to become more effective leaders.

**11 & 18 JAN 2019** SERVICE LEARNING PROJECT & BEFRIENDING

A total of 41 students from Raffles Girls' School participated in the OB Parallel Programme on 11 and 18 January respectively. Prior to the event, Esther, our Elderly Services Programme Executive helped to liaise with our beneficiaries to find out their needs and compiled a grocery shopping list. The students went grocery shopping to purchase items on the list such as diapers, instant coffee, milk and biscuits. During the home visits, they spent quality time with the elderly by playing board games with them.





# 3. COLLABORATION WITH SOCIAL CHANGE MAKERS: SGAG X THE SOCIAL CO.

## 14 MAR 2019 SERVICE LEARNING PROJECT & BEFRIENDING

90 students from Serangoon Garden Secondary did grocery shopping, home visits and even helped with the elderly's house chores. Some students even bought more items beyond the listed needs to bless the elderly. The elderly were very glad and grateful for the acts of service and generosity of the students.



## 17 AUG 2018 "THE POWER TO PROGRESS" PROJECT BY SAMSUNG - SGAG X THE SOCIAL CO.

In giving back to Singapore's pioneer generation, Samsung started "The Power to Progress" campaign to raise pledges to donate \$100,000 to 5 elder care charities. We also had the opportunity to collaborate with social change makers SGAG and The Social Co. On 5 October 2018, a cheque of \$100,000 was presented by Samsung for the 5 charities and we are grateful to be a recipient of \$20,000.

**I am surprised to receive what I need and even more. The students also helped me to do some house chores. I really appreciate it as it reminds me of what my late Husband used to do. As I am unable to clean higher surfaces, it was nice to have the students help me clean those areas. On top of what I requested, the students bought more gifts for me.**

*Lim Ah Huay  
Elderly Services Client*

The highlight of this project was to empower the elderly to pick up basic skills to use technology for entertainment and to create things. SGAG and The Social Co. team spent the afternoon with our 15 Active Ageing Seniors playing old school arcade games like claw machine, basketball and air hockey. They also taught the elderly to use their smartphones to try out apps to create their own music video. This project has empowered these elderly to learn to use technology to enjoy entertainment and to create things. The elderly were able to reminisce about their past and learn how technology has evolved in entertainment.

## 4. BEFRIENDING PROGRAMMES

We have an ongoing befriending programme for our elderly beneficiaries who experience loneliness or are socially isolated because they live alone or have mobility issues getting out of the house. Besides visiting the elderly regularly at their homes where they spend time sharing about life, some of the volunteers would bring the elderly out to places of interest like the beach. This improves the quality of life of the elderly and is a platform for meaningful friendships to be forged.

It combined Samsung's Power to Progress theme and The Social Co's strengths in rallying younger people to tell stories and raise awareness about a cause that they are passionate about, through social media in a relatable way within their spheres of influence. It was fun working with the elderly and we've learnt so much about life, active ageing, culture and positive attitudes.

*Ms. Cheryl Chong  
Co-Founder  
The Social Co.*

The SGAG Creative Team and a few of them...took time to brainstorm on how to bring a fun yet unique experience for the elderly and hence came up with the idea of bringing an arcade to BCS...The elderly were so helpful, even when some of our arcade machines failed, they did not complain and even helped us to pack up. We really appreciate their enthusiasm!

*Ms. Cassi Yang  
Asst Manager  
Business Development & Accounts, SGAG*

It is quite fun for people like us to pass time, we can take turns to play these arcade games. The handphone apps have taught me how to video, how to add in the music. It's very fun.

*Diana  
Active Ageing participant*

Mr Ng took a while to warm up to us and remember our names, we are glad we eventually forged ties with him...From simple 15 minute visits and phone calls, our friendship grew over each invitation. Slowly but surely, Mr Ng began sharing with us about his life and his struggles.

*Nicole Oon  
Befriender volunteer*

2018

14, 28 OCT,  
10, 25 NOV,  
1 DEC

Befriending Mr Ng

BY JEAN LEE & TEAM

10 NOV

Visit 4 elderly homes

BY TEMASEK JC STUDENTS

15 DEC

Befriending 6 elderly beneficiaries

BY WENDY CHAN & TEAM



# ACTIVE AGEING

This FY18/19, we continued to host a spectrum of activities and events that promotes healthy living lifestyle. This year, with the use of digital technology and new collaborations with Changi General Hospital and social change makers like SGAG and The Social Co., we have empowered the lives of the elderly to connect with modern times. In total, we have reached out to a total of **756 participants**.

## HIGHLIGHTS FOR FY18/19

### WHAT'S NEW?

#### 5 JUNE 2018 NEEURO DEVICE TRAINING WORKSHOP

NEEURO SENZEBAND DEVICES WERE SPONSORED BY CST

This training workshop was conducted to equip our volunteers on the use of Neeuro SenzeBand devices when conducting home visits to the elderly in the future. The volunteers learnt how to use the headgear as well as navigate the game application in the tablet.

Neeuro Senzeband comes with a headset and a game application created to stimulate the mind and train cognitive skills such as spatial ability, decision making and cognitive flexibility. It helps to keep the elderly mentally active. The headband safely measures the brain signals and tracks the user's attention, focus, mental workload and relaxation levels.



Workshop conducted by dance instructor Kai

#### 6 SEPT 2018 STREET DANCE WORKSHOP

Street dance first started between 1960s to 1970s. Encompassing a range of dance styles from hip hop, funk and break dance, street dance is commonly perceived to be for the youth. This workshop sought to break stereotypes by giving an opportunity for the elderly to be exposed to street dance. As the saying goes, 'you are never too old to learn'.

The dance instructor Kai catered to the learning needs of the elderly by making the dance moves easier. As the class demographic was mostly Chinese, Mandarin contemporary pop songs was used to help the elderly better connect. The choreography helped to stimulate and train the cognitive memory of the elderly. This class empowered the elderly to connect with the modern times, bridging the gap between the young and old.

## MAR - OCT 2019 CGH COMMUNITY NURSE POST

Our collaboration with the Changi General Hospital (CGH) started in March 2019 via the Community Nurse Post programme. A team of trained community nurses would provide basic health services as well as a series of health talks. Held within our premises, this programme makes it easier for the elderly to access healthcare services.

### 1-1 NURSE CONSULTATION

The elderly can enquire about any health or medication issues they may have, and receive one-to-one nurse consult session. During the consultation, nurses will assess their medication and answer their concerns. For the homebound elderly clients identified with needs, CGH Community nurses will also be able to perform home visits. These visits occur on the first and third week of the month, and are conducted on appointment basis.

### SERIES OF HEALTH TALKS

A series of health talks will be conducted monthly by a team of CGH nurses in Mandarin and English. The range of topics includes Healthy Shopper, Osteoporosis and Dementia Prevention.

## 5 MAR 2019 FALLS PREVENTION AWARENESS WORKSHOP

A team of CGH nurses conducted the workshop “Are you steady?” on fall prevention as well as provided a falls risk screening for the elderly. The nurses also shared tips on how to reduce the risk of falls. The elderly learnt the importance of staying active, exercising regularly, keeping their home safe and neat and wearing well-fitting non-slip shoes. The first screening was conducted via a questionnaire assessment completed by the elderly. Some were then informed of a second screening following the assessment.



Falls Prevention Awareness Workshop conducted by CGH nurses



Demonstration on getting up after a fall

## 19 MAR 2019 1-1 NURSE CONSULTATION



1-1 Nurse consultation

**My children were concerned for my health and wanted me to visit the polyclinic. It happened that this consultation was available. It is good as I can better understand my health issues and it alleviates my concerns.**

*Jenny Lam  
Active Ageing Participant*



# MOBILE ACTIVE AGEING PROGRAMME

**30**  
PARTICIPANTS  
NOV 2017

**120**  
PARTICIPANTS  
MAR 2019



## 2018

- 5 JUNE** Neeuro Device Training Workshop
- 30 JUNE** Bless The Community with Goodie Bags to Blk 101
- 3 JULY** AIC Dementia Workshop
- 13, 20, 27 JULY, 3 AUG** Handicraft Workshop - Jewelry Making
- 6 SEPT** Streetdance by Dance Instructor Kai
- 2 NOV** Invitation to ITE College East Service Learning Day
- 17 NOV** YMCA - Y Makan Fellowship
- 28 NOV** SECDC Finale of Fairprice Walk for Rice @ South East 2018
- 14 DEC** Christmas Celebration @ Blk 104

SPONSORED BY EVELYN PENG & TEAM

SPONSORED BY AIC

SPONSORED BY ITE

SPONSORED BY YMCA

SPONSORED BY SECDC

SPONSORED BY VISA

## 2019

- 5 MAR** CGH Community Nurse Post - series of talk
- 19 MAR** CGH Community Nurse Post - consultation
- 22 MAR** Project Cheer Programme by Tan Chin Tuan Foundation (TCTF) & ACJC Students

SPONSORED BY CGH

SPONSORED BY CGH

SPONSORED BY TCTF



# A Listening Ear

The teenage years is a time of adolescence where many develop their self-esteem, learn to relate to peers and foster new friendships. *Anna*\* is one of many teenagers seeking for a community that gives her a sense of belonging and acceptance. Joan, our youth worker at excITE@College East together with an excITE volunteer met *Anna* in her first year in school. Through the years, they have built a strong and healthy friendship.

Having past memories of being bullied and struggling to find acceptance among her peers, excITE became a haven for her to hang out and find healthy, genuine friendships. They would lend their listening ear to *Anna* whenever she turned to them

for help and advice. They would meet up for study sessions, encourage her in her studies and help her identify and deal with her emotions.

There is a pressing need for our youths to have positive mentors they can turn to. Just listening and talking to them makes a world of a difference. Join us and empower the youths to be resilient overcomers.

**FOR MORE VOLUNTEERING OPPORTUNITIES, FIND OUT MORE AT**   
<http://bethesdacare.sg/volunteer/>

*\*Names written in italics have been changed to protect the client's privacy*



In FY18/19, excITE @ College East Youth Centre touched more than **1,500 students** with our daily activities, programmes and workshops. We are glad to continue this partnership with ITE College East and our corporate partners such as Credit Suisse and Visa for all the ongoing collaboration projects. A big thanks to all our partners and volunteers for making a difference in the lives of our students.

# excITE @ College East



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# excITE @ College East

## WHAT'S NEW?

In response to a growing interest among the students towards hip hop dance and photography, excITE initiated 2 new workshops for the students to learn and enhance their skills together with our ITE staff and volunteers.

### BASIC HIP HOP DANCE WORKSHOP

We had 2 dance workshops conducted in August 2018 and March 2019. Each workshop consisted of 5 sessions where students were given an introduction on basics of hip hop dance choreography. This gave students the confidence to express themselves through hip hop dance.

### PHOTOGRAPHY WORKSHOP

This was a new initiative in collaboration with the ITE staff from the Student Development Department. We hope to equip the students with photography skills so that in the future, they may use these skills for school and work events.



**Hip Hop Dance  
Workshop trainers**

From left to right  
Doreen (Volunteer),  
Yu Yan (Dance Instructor)  
& Kimberly (Dance Instructor)



**Photography Trainer**

Mr Shayne Poh



Hip Hop Dance Workshop with  
dance group Whileitsday



Photography workshop sharing time

# HIGHLIGHTS FY18/19

**19-21 SEPT 2018** BRIDGE LEADERS CAMP  
(COLLABORATION WITH MENDAKI)

The Bridge Leaders Camp was a collaboration between Youth Space (Yayasan Mendaki) and excITE. The need for this camp arose during a meeting with the various VWOs housed in ITE College East.

Bridge Leaders is one of the co-curricular activities (CCA) within ITE College East. They are a lively group of students, full of energy and zest. We hope to unite the bridge leaders core team across all 4 faculties in the school and design a curriculum that would span the entirety of their stint in school.

The camp was to kick-start the development programme. The highlights of the camp included a sandcastle team-bonding session at East Coast Park, goal setting and crafting of personal mission statement at Kranji War Memorial and a pseudo Camp Fire in school.



The mentors from Youth Space (Yayasan Mendaki) and BCS volunteers joined us to help facilitate the various sessions and to build friendships with the students. The intention is also to continue the mentoring process after the camp.

The bridge leaders are the first faces that new students see during their orientation. By developing their leadership skills, their dynamism can be harnessed for greater effectiveness within the student body.



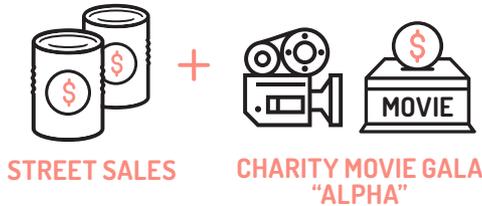
Visit to Kranji War Memorial

## MAY - AUG 2018 CITI-YMCA YOUTH FOR CAUSES PROJECT

Citi-YMCA Youth For Causes (YFC) is a community initiative started by Citi and the YMCA of Singapore in 2003. Funded by Citi Foundation, the programme is a catalyst to promote social entrepreneurship and community leadership development among Singaporean youths.

This year, we had a team of students from ITE College East who partnered with us to raise funds and awareness for Bethesda Care Services (BCS). We are privileged to work with this group of passionate students who undertook this project despite their busy school load and other commitments. These four student Councillors volunteered and stepped up to the challenge, rallying a huge group of friends and peers to join in this fundraising initiative.

### 2 MAIN FUNDRAISING MECHANISMS



We had two main fundraising mechanisms - **street sales** and **charity movie gala**. The movie gala booth sales for the screening of the movie "Alpha" were held at Bethesda Bedok-Tampines Church (BBTC) for three weekends. The team found sponsors to cover the cost for the notebooks as well as the booking cost for the cinema theatre. They also hand-crafted the decorations on the notebook.

Their hard work paid off eventually as they raised more than **\$12,000** for Bethesda Care Services.

To top it off, the team won the most prestigious award, the **Distinction Award** from Citi-YMCA. They were awarded for their ingenuity, tenacity and ability to overcome obstacles.



MORE THAN  
**\$12,000**  
FUNDS RAISED



“It was a great learning platform! We are grateful for the guidance throughout the whole journey in this project. My team and I have learnt many life skills such as effective communication, planning on how to coordinate an event and etc.”

Toh Hui Ping  
Group leader from Team Bedok Bedok  
Higher Nitec in Chemical Technology, JM1704P



**30 JAN & 1 FEB 2019** CHINESE NEW YEAR WELL WISHES TO THE BEDOK COMMUNITY

**30 JAN** Chinese Calligraphy and Lantern Making Session  
**1 FEB** Distribution of DIY handmade items to residents in Bedok North BLK113/114

The Chinese Lunar New Year is always a time of festivity and celebrations. This year, we wanted to also reach out and bring happiness to the less fortunate. We also hope to instil empathy and compassion in the students through this service learning project.

Booths were set up in the Student Activity Centre (SAC), where we welcomed students to either craft lanterns or write well wishes through Chinese calligraphy. Students from all

classes participated in this cultural event, where we also taught them the meaning behind the words they wrote.

Another group of students joined us the following day to knock on doors to deliver the “parcels of joy” to the residents living in the vicinity of Bethesda Care Services. The students commented that it warmed their hearts when the beneficiaries thanked them and said that they would definitely participate in future community service events.



# 2018

- 5 APR** E-NFP Monthly Session with Beauty & Wellness Class
- 9-11 APR** Welcome Higher Nitec Students Day  
Fundraising for Chip Eng Seng Study Grant 2018
- 10 MAY** E-NFP Monthly Session with Beauty & Wellness Class
- 19 MAY** exclTE Day of Fun @ Sentosa
- 16 MAY** Launch of Youth for Causes 2018
- 18 JUNE** Chip Eng Seng Project 1: Activities with students from ISSCC
- 23 JUNE** Chip Eng Seng Project 2: Kayak and clean
- 25 JUNE** exclTE Student Leaders 1 Day Camp
- 20 JULY** Social Enterprise Workshop 1 **SCHOOL OF BUSINESS**
- 24 JULY** Social Enterprise Workshop 2 **SCHOOL OF ENGINEERING**
- 27 JULY** Social Enterprise Workshop 3 **SCHOOL OF BUSINESS**
- 19 - 21 SEPT** Bridge Leaders Camp
- OCT - NOV** Credit Suisse exclTE Mentoring Programme
  - 6 OCT** Session 1: Opening Session @ ITE CE
  - 19 OCT** Session 2: Learning Journey to Credit Suisse Office @ One Raffles Link
  - 3 NOV** Session 3: Building One's Persistence & Resolve @ East Coast Park
  - 10 NOV** Session 4: Strength of Character @ ITE CE
  - 16 NOV** Session 5: Closing Celebration @ One Raffles Link
- 11 OCT** Guitar Interest Group Graduation

# ACTIVITIES & PROGRAMMES

- 17 OCT** Team Bonding Session with School of Electronics & Info-Comm Technology **NITEC IN WEB APPLICATION, CLASS: PW1801A**
- 22 OCT** Team Bonding Session with School of Electronics & Info-Comm Technology **NITEC IN DIGITAL AUDIO & VIDEO PRODUCTION CLASS: PW1801B**
- 24 OCT** Planning & Time Management Workshop (SC)
- 13 NOV** Grooming & Social Etiquette Workshop **ACE STUDENTS**
- 24 NOV** Learn a Musical Instrument: Ukulele **SPONSORED BY VISA**

# 2019

- 11 JAN** Student Councilors EXCO Team Bonding Session
- 18 JAN** Chip Eng Seng Project 2018 - Closing Session
- 30 JAN** Chinese New Year Blessing to the Community -Lantern Making & Chinese Calligraphy
- 1 FEB** Chinese New Year Blessing to the Community - Distributing DIY handmade items to the Neighborhoods
- 14 FEB** Friendship Special Gathering
- 27 FEB** Grooming & Social Etiquette Training Workshop for ACE/ SPARKS Students
- 4 MAR** Team Bonding with School of Business & Services, Logistics **CLASS: UT1901A**
- 11, 18 & 25 MAR** Basic Hip Hop Dance Workshop
- 15, 22, & 29 MAR** Photography Workshop

# Student Care Centre

## *Integrated Special Student Care Centre*

The average monthly enrolment of students stands at **128** in FY18/19.

The intake of students with special needs stood at 9 students having 1 Intellectual Disability, 1 Autism, 3 having Attention Deficit Hyperactivity Disorder (ADHD) and 5 having Dyslexia.



# A Heart of Gold

Entering into a new environment with new structures can be a daunting experience for a little child. Adapting to the unfamiliar was a struggle for young *Amos* who first entered Sunshine Club at 6 years old. The only way he coped was to throw tantrums and sit on the floor refusing to listen to instructions. Besides having difficulty relating to other kids, his literacy level was far behind his peers. His parents also informed us that he spent a lot of time on mobile games.

In the first 3 months, our Integrated Special Student Care Centre (ISSCC) staff were consistent and intentional in implementing structure for *Amos*. Customized visual charts with clear instructions were used to help the child assimilate. To encourage positive behaviour, reward systems were also put in place. A volunteer was then

engaged to guide him one to one with his studies and to conduct activities that can help him improve his concentration span. With the advice of our staff, the parents reduced *Amos*' screen time on his phone. With the heart of gold and our staff's constant care, *Amos* started to adapt and his tantrums lessened.

ISSCC provides a good environment for a child to develop holistically with structured activities and programmes. We intentionally organize classroom activities around character building and values. Join us to support and engage the children and impact our future generation.

*\*Names written in italics have been changed to protect the client's privacy*

FOR MORE VOLUNTEERING  
OPPORTUNITIES,  
FIND OUT MORE AT  
<http://bethesdaicare.sg/volunteer/>



Tapping on our pool of trained staff and volunteers, this FY, we were able to conduct language workshops to stimulate interest in students in learning languages. We have also embarked on more multi-generational bonding activities to foster friendship and bridge the generational gap between the young and old. This FY also marked our first collaboration with Tan Chin Tuan Foundation (TCTF), Monfort Care and Anglo Chinese Junior College (ACJC) on the Project Cheer Programme.

## I. WHAT'S NEW?

29 MAY, 5, 11, 19 JUNE 2018 CHINESE ENRICHMENT CLASSES

During the June school holidays, Mr Paul Tan who is highly proficient in the Chinese language volunteered and conducted a Chinese enrichment workshop for the Primary 3 students. The workshop was conducted over four sessions. Each session was held weekly for 2 hours. The children were given scenarios to role play and had to perform their segments in Chinese. Also, with various games, the students learnt Chinese through play. It was a fun and engaging experience for the children as the workshop was conducted through games and activities.

THE CHINESE ENRICHMENT CLASSES COVERS 4 SESSIONS:

- ◆ CHINESE SELF-INTRODUCTION (I THINK HAVE)
- ◆ CHINESE ORAL PICTURE DISCUSSION
- ◆ CHINESE SENTENCE FORMATION
- ◆ CHINESE ROLE-PLAY



With his expertise and professional working proficiency in the Chinese language, Mr Tan is a great asset to our pool of volunteers. This is a successful workshop as some of the students who were weak in the Chinese language were inspired after this workshop. Some of the students even wrote him thank you notes.

13 DEC 2018 MALAY ENRICHMENT WORKSHOP

We had our first Malay enrichment workshop which was conducted by our SCC staff for the entire cohort of students. Part of the workshop included singing two songs "Dayung Sampan and Semoga Bahagia" in the Malay language. As the songs were familiar to the students, it made the learning process fun and engaging. Simple conversational Malay was also taught to the students.



Learning Malay by singing along to songs like "Dayung Sampan"

## II. MULTI-GENERATIONAL BONDING ACTIVITIES

Living in this modern day and age, it is common for children to live away from their grandparents. Coupled with language barriers, this widens the generation gap between the young and old. It is with this in mind that we conducted inter-generational bonding activities such as Rummy-O board games and Zumba dance for the children to interact with the elderly. Collaborating with one of Tan Chin Tuan Foundation's signature programmes 'Project Cheer' gave the ACJC students, our SCC children and elderly beneficiaries an opportunity to interact and mingle.

### A. INTER-DEPARTMENTAL COLLABORATION WITH ACTIVE AGEING DEPARTMENT

Since 2017, we had several inter-departmental collaborations between SCC and the Active Ageing department to encourage multi-generational bonding between the young and old. The children joined the Active Ageing seniors in their Rummy-O sessions and Zumba dance classes. Besides picking up new skills, the children had the opportunity to interact with the elderly. It was a fruitful experience for both young and old.

In November 2018, the children also got to join in the Zumba dance sessions with the active ageing seniors. The cohort was split into two groups and they got to participate in the Zumba dance with the seniors on alternate Fridays.

- |        |  |                     |
|--------|--|---------------------|
| 23 NOV | Zumba with Active Ageing seniors               | P3 - SEC 2 STUDENTS |
| 30 NOV | Zumba with Active Ageing seniors               | P1 & P2 STUDENTS    |
| 4 DEC  | Low Impact Exercise with Active Ageing Seniors | P1 & P2 STUDENTS    |
|        | Rummy-O with Active Ageing Seniors             | P3 & P4 STUDENTS    |

On 4 December, the P1 and P2 children joined the Active Ageing seniors to do low-impact exercises for the first time. They found the session interesting because they got to learn new things from the elderly. The elderly also enjoyed themselves because the children brought them joy.



Rummy-O session



Low-Impact Exercise session



Zumba session



## B. COLLABORATION WITH TAN CHIN TUAN FOUNDATION (TCTF): PROJECT CHEER PROGRAMME

This year, we partnered Tan Chin Tuan Foundation (TCTF) on one of their Signature Programmes ‘Project Cheer’. Initiated in 2008, this programme is a platform to encourage students to plan and facilitate a multi-generational bonding session between children and elderly.

For two consecutive years, the Anglo Chinese Junior College (ACJC) students put their values in action and created a positive experience for Bethesda Care Services. They put their heads and hearts into planning a day programme for a fruitful time of interaction for the young and old.

**5 JUNE 2018** Project Cheer Programme for P4 & P5 children in collaboration with TCTF, ACJC Students and Elderly from GoodLife! @ Bedok (Montfort Care)

**22 MAR 2019** Project Cheer Programme for P4 & P5 children in collaboration with TCTF, ACJC Students and BCS Elderly beneficiaries

Some activities included crafts, sing-along sessions and interactive games. The elderly’s spirits were uplifted by the youthfulness of both the children and students. At the end of the session, the students reflected and many of them felt touched and looked forward to more of such sessions.



I didn’t grow up with my grandparents and do not have siblings. So I have not had the opportunity to communicate with the elderly or children before Project Cheer. This was a different experience and I realise it was not difficult to speak to the different generations.

*Wang Xue Qing  
ACJC 2SC4 Class Leader, who planned Project Cheer 2019 session  
for Bethesda Care Services*



## 2018 VOLUNTEER-BASED ACTIVITIES

**11 JUNE** Financial Literacy Skit by The Voice Production in collaboration with South East CDC

**18 JUNE** P3 & P4 Day Camp @ excITE by student leaders from Chip Eng Seng Sponsorship Programme

**JUNE & SEPT** P1 Reading Session by volunteer Bee Eng

**30 NOV** Baking/Craft session by volunteer Shirlin

**11 DEC & 18 DEC** P1 English enrichment with volunteer Dawn

**3 DEC** Baking session for P5 - Sec 2 children by volunteer Audrey

# ACTIVITIES & PROGRAMMES

## 2018

- 20 APR** Parents Connect Night
- 6 JUNE** West Coast Park Outing
- 19 JUNE** Ice Skating Outing
- 20 JUNE** Zoo Educational/Water Play Outing
- 21 JUNE** June Party Day
- 3 AUG** Parents Connect Night
- 5 SEPT** Science Centre Outing
- 6 SEPT** Class Outing to Sandsation @ Sentosa

- 5 OCT** Children's Day Celebration
- 20 - 21 NOV** Kids in Tough Situations (KITS) Workshop
- 22 NOV** Weaving Enrichment by Hands 'n' Creations
- 28 NOV** Centre Outing to Singapore Discovery Centre
- 5 DEC** Class Outing to Trickeye Museum
- 12 DEC** Changi Airport Scavenger Hunt Outing
- 14 DEC** Pasar Malam station games
- 19 DEC** Bowling Outing
- 20 DEC** Christmas Party

- P1 STUDENTS**
- P1 - P5 STUDENTS**
- P5 STUDENTS**
- P1 - P4 STUDENTS**
- ALL LEVELS**
- P6 STUDENTS**
- P1 - P4 STUDENTS**
- P4 - P5 STUDENTS**
- SEC 1 - SEC 2 STUDENTS**
- ALL LEVELS**
- P1 - SEC 2 STUDENTS**
- P4 - P6 STUDENTS**
- P1 - SEC 2 STUDENTS**
- P4 & P5 STUDENTS**
- P1 - P3 STUDENTS**
- ALL LEVELS**
- P4 & P5 STUDENTS**
- ALL LEVELS**



Making bags using recycled clothes



Learning to weave by trainer Mrs Joyce Tan



Having fun at the Pasar Malam station games

## 2019

- 20 MAR** Outing to Gardens by the Bay

**P1 - P5 STUDENTS**

# Family Services

## Centre-Based Social Work

- ◆ *Counselling and Casework*
- ◆ *Welfare Services*
- ◆ *Bursary Award*
- ◆ *Family Connect*
- ◆ *YouthSpace*



## School-Based Social Work

*Express Your Potential (EYP) Programme*

- ◆ *Fengshan Primary School*



# Going the Extra Mile

*"Last time whenever I hear the ambulance, I get worried and start to cry."*

When her 11-year-old son began running away from home with increasing frequency and even went missing for days, *Pauline* turned to Bethesda Care Services for help.

As a mother of 5, *Pauline* and her husband both work to make ends meet. Besides financial aid given through food rations and bursaries, we also provide *Pauline* with social and emotional support for her family.

To strengthen their family ties, we organise parent-child bonding events for families like *Pauline's*. As part of the recent 3 days, 2 nights family camp, *Pauline* and her husband attended a short parenting workshop with practical parenting tips. At the end of the camp, all participating families also expressed words of affirmation for their children and one another.

*\*Names written in italics have been changed to protect the client's privacy*

Through the years, our social workers have gone the extra mile to provide relational and emotional support for her family as well as help meet the academic needs of her children. Today, 3 out of 5 of her children are enrolled in our Integrated Special Student Care Centre.

One of the main barriers that keep families from spending time together are long working hours. For low-income large families like *Pauline's*, the struggle is amplified. Parents often face difficulty in meeting the financial and emotional needs of their children. This in turn affects the children's future. There are many more families like *Pauline's* that need our support.

**DONATE NOW TO  
EMPOWER LIVES!**

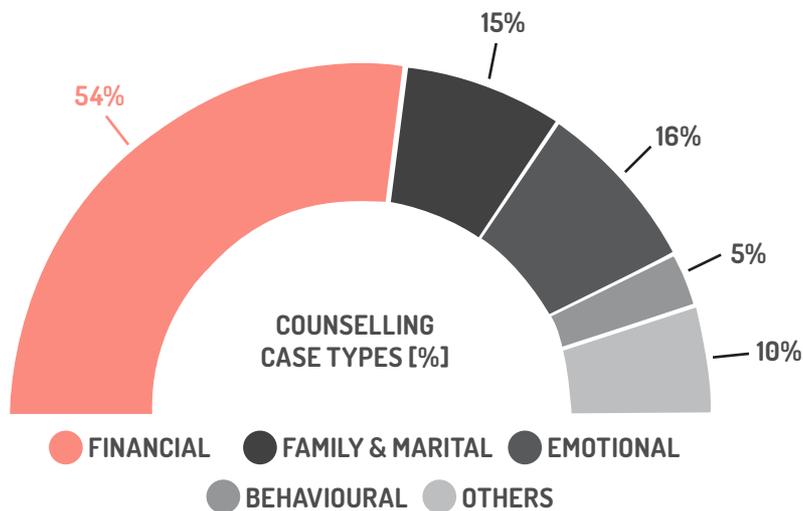


<https://bethesdacare.sg/donate>

# Centre-Based Social Work

## COUNSELLING AND CASEWORK

In FY18/19, a total of **164 families** were assisted through our counselling and casework services. Although many approached us seeking financial services, our caseworkers went on to assess other forms of support that they needed. Other case types also included clients who sought family and marital counselling, emotional and mental health issues. Our social workers further supported children and youths who underwent traumas.



### FOOD RATIONS PROGRAMME



In FY18/19, food rations worth an estimated value of **\$7,098** was given out to families and individuals in dire need. A total of **37 families** benefitted from this service.

### GROW UP MILK POWDER SCHEME



Since December 2015, we started a collaboration with SECDL on the Grow Up Milk Powder scheme to support low-income families with babies between 0-3 years old. A total of **\$9,800** worth of milk powder was disbursed in the last financial year. And to date, **45 children** have benefitted from this scheme.

## WELFARE SERVICES

### ROXY CHILDREN'S FUND

From May 2017, we also collaborated with South East Community Development Council (SECDL) to disburse the Roxy Children's Fund. Through BCS, **9 families** have been able to tap on the fund to purchase diapers and milk powder for their children above the age of 3 years old.






# BURSARY AWARD

BCS held its 18th Bursary Award ceremony on 9 November 2018. **260 students** comprising of a mix of primary, secondary and ITE students were awarded bursaries that totalled an amount of **\$100,400**.

To celebrate together with the students on their good work for the past year, a buffet dinner and ice-cream were served for the recipients to enjoy together with their families prior to the ceremony.

The Guest of Honour, Mr Lee Yi Shyan, Member of Parliament, East Coast GRC, graced the event with his presence and presented bursary awards to the recipients.



Mr Lee Yi Shyan, MP, East Coast GRC disbursing bursaries to Primary School students

This year, we had a song performance by one of our bursary recipients, Adelyn Koh from ITE College East. Adelyn, who is visually impaired, has hosted and taken part in the President's Star Charity show previously.

BCS is thankful for the partnership with Phillips 66 International Trading Pte Ltd for their generous contribution of \$12,090.70. Ms Ching Su-Lyn, Business and Service Manager of Phillips 66 joined in disbursing the bursaries to the secondary school students. The remaining amount of bursaries and ceremony expenses were covered using the Care and Share Grant.

## NO. OF BURSARY AWARD RECIPIENTS





## FAMILY CONNECT PARENT-CHILD BONDING ACTIVITIES

22 – 24 JUNE 2018 **iAPPRECIATE FAMILY CAMP 2018**

During the June school holidays, a total of 29 participants from 8 families attended our “iAppreciate” Family Camp held at Village Hotel Changi. The camp aimed to encourage the families to create a culture of thankfulness and appreciation in the family. On the first night, families were given the opportunity to bond through a telematch that ended off with a fun light photography competition. Using sparklers, creativity and teamwork, the families discussed and showcased their most important family value in their family portrait. The next day, the parents and children went through separate workshops to learn about appreciating themselves and others in their family.

The final highlight of the camp was a wonderful BBQ dinner served by our passionate volunteers on the last night, during which the families, staff and volunteers took turns to perform and sing. The participants surprised the staff on the final morning when they took turns to stand up front to thank the staff and volunteers for a meaningful and memorable time for their family.

3 AUG 2018 **PARENTS CONNECT 2018**  
- UNDERSTANDING MY TEENAGER

As part of our continual efforts to engage families to improve parent-child relationships, a parenting workshop was conducted on 3 August. Before the workshop started, the families bonded over a hands-on activity and learnt how to make their own key-chains using air clay. This was followed by a parenting workshop where our social workers shared with parents about the needs of teenagers and discussed how to communicate and negotiate with their children. Concurrently, the children were involved in a separate discussion on how they can communicate with their parents. The workshop benefitted 24 participants from 8 families.



**24 NOV 2018 FAMILY FOREST ADVENTURE**

On 24 November, a total of 11 adults and 17 children was given the chance to experience some “Forest Adventure” at Bedok Reservoir. This event was co-planned and fully sponsored by a group of highly dedicated and resourceful volunteers who not only helped to plan the event but partnered with the families and encouraged them throughout the obstacle course. The course at Forest Adventure included walking across hanging planks, climbing across cargo nets and zipping across the reservoir.

Parents and children were seen cheering for one another as they navigated each obstacle. For many of the parents, this was a first for them and no matter how tired, they pushed forward in order to overcome the obstacles together with their children. The meeting ended with a debrief over lunch when the families took time to thank and affirm one another.



# YOUTHSPACE

This FY18/19, the youths embarked on several projects and events for the community. There are 55 members in YouthSpace in this FY.

## 9 MAY 2018 RAMADAN BLESSING

On 9 May 2018, YouthSpace set out to bless the neighbouring community during the Ramadan period by giving out sweet dates to the residents around BCS. The youths first learnt all about Ramadan through one of our muslim clients. They then helped to repack the dates into containers together with a Ramadan message. After all the preparation, the youths and volunteers went door to door to bless the Muslim residents with boxes of dates.

## 21 JULY 2018 PERFORMANCE AT YMCA PROMS @ THE PARK WITH SPACE AVENUE

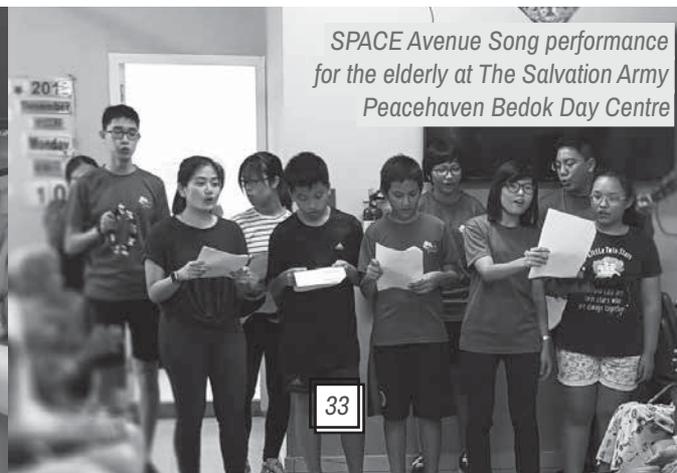
It was an eventful year for the youths in SPACE Avenue, our very own music interest group. On 21 July, the band performed at the YMCA Proms @ the Park in front of a crowd of around 500 people. Although it is the first time the band performed in front of such a huge crowd, the band managed to pull off a great performance of 2 songs.

## 10 DEC 2018 PERFORMANCE AT THE SALVATION ARMY PEACEHAVEN BEDOK DAY CENTRE WITH SPACE AVENUE

At the end of the year, on 10 December, the Space Avenue band went to The Salvation Army Peacehaven Bedok Day Centre to spend an afternoon with the elderly. The band not only performed for the elderly, but they also served the elderly snacks during tea-break and spent time interacting with them. Before leaving, they gave the elderly handmade cards and origami flowers.

## 22 JAN 2019 GATE PAINTING PROJECT FOR ELDERLY

The youths got to know an elderly from the Peacehaven Day Centre who required a fresh coat of paint for her gate. They went down to her house on 22 January to finish the job. The elderly was very touched and pleased with their service of love!



# 2018

- 9 MAY** Ramadan Blessing
- 8 JUNE** Soccer Competition organised by YouthSpace FC
- 18 JUNE** Tampines Eco Green Park Photography Trip
- 19 JUNE** K-pop X Dance Workshop conducted by Volunteer Eleanor Fong
- 2 JULY** Youth Day Gardens by the Bay Outing
- 7 JULY** ROMP 2018 Basketball Competition with Fengshan CC Youth Basketball Team
- 21 JULY** Performance at YMCA Proms @ the Park with SPACE Avenue
- 5-6 SEPT** P6 Study Camp
  - 5 OCT** Children's Day Cycling Outing
  - 12 OCT** Secondary School Preparation Workshop
- 30 NOV** Art-in-transit Outing conducted by Art Outreach Singapore Ltd
- 4-6 DEC** Youth Camp
  - 10 DEC** Performance at The Salvation Army Peacehaven Bedok Day Centre with SPACE Avenue
  - 12 DEC** Kite Flying Outing @ Marina Barrage with Singapore Youth For Christ
  - 14 DEC** Soccer Session @ Kallang Cage organised by YouthSpace FC
  - 19 DEC** Christmas & Thanksgiving party
  - 21 DEC** K-pop X Dance Workshop conducted by volunteer Eleanor Fong

# 2019

- 15 JAN** Chinese New Year Celebration with Elderly
- 22 JAN** Gate Painting Project for elderly
- 20 MAR** March Holiday Outing @ Hay Dairies Goat Farm for Primary School Students  
March Holiday Outing @ National Museum of Singapore & HADO Singapore for Secondary School Students



*Learning K-pop dance moves*



*Exploring art installations along the circle line MRT*



*Closing Year 2018 together with a Christmas & thanksgiving party*

# School-Based Social Work

## FENGSHAN PRIMARY SCHOOL

**JULY - SEPT 2018** EXPRESS YOUR POTENTIAL (EYP) PROGRAMME

From July to September 2018, we were engaged by Fengshan Primary School to run “Express Your Potential” (EYP), a programme specially designed for a group of 6 Primary 5 students. The objective of EYP is to help students to discover their potential and to motivate them to work towards their goals. 4 group work sessions that incorporated the experiential-learning model and values-based discussions were conducted in the school. The programme culminated in a parent-child bonding workshop for the students and their parents. Parents were given a platform to learn and exchange handles and tips to affirm their child. The children were also provided with coaching and encouragement to learn how to appreciate their parents.



we belong

# COMMUNITY EVENTS



## PARTNERS' APPRECIATION NIGHT 2018

This year, our Partners' Appreciation Night (PAN) was held in a decentralised format with each service department hosting their own PAN event for their volunteers. This was a refreshing change to the large gala dinner format that was planned in previous years.

- ◆ 31 MAY 2018 - Family Services, BCS Room 106
- ◆ 29 AUG 2018 - ISSCC, BCS Room 106
- ◆ 6 SEPT 2018 - Elderly Services, BCS Hall 1
- ◆ 22 NOV 2018 - excITE, 5 Little Monkeys Café

It was an enjoyable evening accompanied with good performance and great company. It was nice to be able to catch up with partners and chat. We appreciate the support given by BCS to the residents in the South East district.

*Xam Teo  
South East CDC*



I am thankful to the people who organise the event... I think it is a good time for volunteers...to have this chance to meet and interact with one another as many of us do not volunteer on the same day and time.

*Ho Hang Fong  
SCC volunteer*



The PAN last year was well organised and interesting with a skit performance by the staff and an appreciation video from the elderly. I found it very heart-warming to hear the elderly express their appreciation in the video... it's meaningful...to reach out to be a blessing to others!

*Soh Leng Leng  
Elderly Services volunteer*



The PAN was a good opportunity to mingle around with the other young volunteers... I am grateful to be able to volunteer for a good cause. The outings allowed me to learn and connect with a less fortunate family or youth. I feel a sense of joy when I see [their] happy faces.

*Rebecca  
Family Services volunteer*



18, 19, 26 AUG 2018 **AWARENESS WEEK 2018**

We held our annual BCS Awareness Week (BAW) at Bethesda (Bedok-Tampines) Church on the 18, 19 and 26 August 2018 to encourage monthly donations as well as to recruit potential volunteers and sponsors. This year's campaign encourages people to "Act and Empower - For Such A Time As This". The campaign speaks of an urgent need in this digital age for volunteers to rise up and help the disadvantaged families, youth and elderly.

Game booths were introduced in this year's campaign for the people to participate and learn more about our services. The young and old had fun playing old school games like pick-up sticks and five stones and digital games using the Neuro Senzeband headsets. This year, we received over 80 new volunteer sign-ups and collected more than S\$34,000 worth of donations and sponsorships. The volunteers were each given a BAW first aid pouch as a thank you gift for signing up. We are thankful for the generous donations and to have met new faces during the two weekends.



**NEW** **80**  
VOLUNTEER  
SIGNUPS



MORE THAN  
**S\$34,000**  
WORTH OF DONATIONS  
& SPONSORSHIP



CHECK OUT OUR EVENT  
PHOTOS ON FACEBOOK  
<http://bit.ly/awarenessweek2018>



6 SEPT 2018 **MINISTER OF STATE VISIT TO BCS**

Mr Sam Tan, Minister of State for Ministry of Social and Family Development (MSF), made a visit as part of MSF efforts to understand ground issues and challenges faced by social service organisations. It was a fruitful time of sharing as the Minister toured the premises and engaged with the leadership, staff and volunteers.

## AUG - NOV 2018 THE RENOVAID PROJECT

This is the second 'Renovaid' project adopted by a group of volunteers from BBTC. Last year, they did a makeover for one of our low-income families living in a 1-room rental flat. This year, armed with more experience and the same enthusiasm, the volunteers made the dream of another needy family come true. This family of 7 stays in a 2-room HDB rental flat under very cluttered living conditions. The children, despite their medical conditions, slept on the floor and did not have a conducive environment to do their school work. The volunteers sprang into action and pooled resources together.

After meeting up with the family to understand their needs in August. During September to November, the group met up with the family to discuss and redesign the living space. Thereafter, they sourced for furniture that better suited their needs. They also engaged an electrician to improve on the electrical work in the house. On 17 and 18 November, 11 volunteers (including two children) came together to give the house a new coat of paint, cleaned up the place and refurbished the house with new furniture that maximised their living space.

The family greeted their "new" house in sheer delight. The children were excited about their beds and the fresh coat of paint they chose. The client family was filled with gratitude for the volunteers for the kindness and labour of love by the volunteers.

# THE RENOVAID PROJECT



### PHASE 1 | AUG 2018

- Meeting up with the family to understand their needs
- Fundraising



### PHASE 2 | SEPT - OCT 2018

- Planning and discussion with the family
- Sourcing of furniture that maximise space, storage and budget



### PHASE 3 | NOV 2018

- Electrical works
- Repainting the house
- Arrival and set up of new furniture
- Cleaning up the house



## \$3,200

### FUNDS USED FOR RENOVAID PROJECT



## NOV - DEC 2018 **PILLOW PROJECT**

In November and December 2018, we launched the Pillow Project - a project aimed at providing our elderly beneficiaries with new pillows. It was our very first time participating in the nationwide giving movement, the Giving Week campaign. Giving.sg\* was the fundraising platform.

Pillow Project was first launched on social media in early November. Later on, it was picked up and featured in the Straits Times. With the publicity from the Straits Times, we saw an increase in our donations.

On 31 December 2018, our fundraising phase concluded with a grand total of about **\$35,000**. Simmons sponsored 300 pillows and Asian Medical Foundation sponsored 300 waterproof pillow protectors. As a result, the excess amount raised for the project will be used for purchasing pocketed spring mattresses. They will be given to elderly clients in need of new mattresses. Any remaining amount will be used to fund our BCS Active Ageing Programme and Meals-on-Wheels services.



**CHECK OUT THE NEWS ARTICLE ON THE STRAITS TIMES**

<http://bit.ly/newspillowproject>



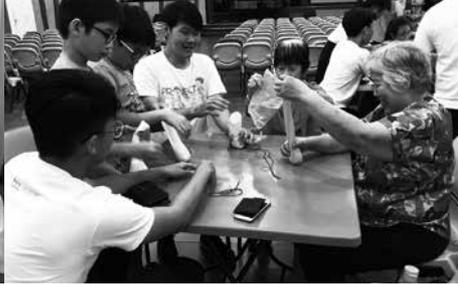
In January 2019, the pillows and pillow protectors were distributed to our elderly clients. We are thankful for the help from our volunteers, staff and Raffles Medical Group. What was started as a simple blessing has grown so that we can do more for those in need.

*\*Giving.sg is Singapore's national giving portal powered by the National Volunteer & Philanthropy Centre (NVPC)*

# Give the Gift of Sleep

**EVERYONE DESERVES A PILLOW**





5 JUNE 2018, 22 MAR 2019

## PROJECT CHEER - COLLABORATION WITH TAN CHIN TUAN FOUNDATION

2018 marked our first partnership with one of Tan Chin Tuan Foundation (TCTF)'s Signature Programmes 'Project Cheer' which aims to provide a multi-generational platform for children, youth and elderly to interact. The youth were students from Anglo-Chinese Junior College (ACJC) who planned and facilitated the bonding sessions between SCC and elderly beneficiaries from GoodLife! @ Bedok (Montfort Care).

As a result of this successful collaboration, SCC partnered once again with TCTF for Project Cheer 2019. This year, we were delighted to have our BCS elderly beneficiaries paired with our children from SCC for the programme.

As Easter was around the corner, the ACJC students decided to have a celebration. The programme included an egg-hunt, DIY sock bunny making, a sing-along session and a finale segment which was a handprint canvas, where all took turns to leave their prints. Ms Yap Su-Yin, the CEO of Tan Chin Tuan Foundation, also joined the activities, it was a good opportunity to interact with the participants.



It was quite interesting getting to mingle with children and students. It felt like we were a family, having 3 generations gathered together. During the handicraft activity, we helped each other out. I guided those who were slower and in turn, others guided me. When I was younger, I did not have such an opportunity to play and interact with others. At this age, I am grateful that I finally have an opportunity like this.

*Jenny Yeo*  
Active Ageing Participant

This programme begun in 2008, the main thrust was to develop something which resonated with many groups of people. The key component for Project Cheer is that it's multi-generational with younger children in primary schools interacting with senior citizens. Many of them don't live with their grandparents so this is an opportunity for them to stay in touch.

*Yap Su-Yin*  
CEO, Tan Chin Tuan Foundation

# Volunteers

This year, we are grateful for your efforts to be the hands and feet to reach our community. As we continue to join in this mission, may it empower our clients to live the meaningful, abundant life that is worth living. This FY18/19, we have a total of 229 volunteers and 11 group volunteers and 8 corporate partners.

## ELDERLY SERVICES

### Meals-on-Wheels (MOW)

Alex Heng	Irene Lim	Peter Tan
Alice Poh	Jacqueline Yang	Phua Swee Kim
Alison Ng	Janet Low	Quek Lee Wah
Angie Wong	Javan Lee Zheng Yang	Sandra Soh
Aw Tong Yu	Jiang Hai Yang	Shamie Low
Chong De Wei Jeremy	John See	Simon Lau
Chris Chee	Jolene Tan	Simon Sie
Christina Lim	Jonathan Seah	Soon Leong
Darren Kiong	Josephine Chi	Stacy Soh
Dennis Tan	Julie Koh	Tan Swee Noi
Derrick Phua	Ken Chan	Tan Tiem Hien
Donna Tsai	Koh Chin Chai	Victor Leong
Elroy Koh	Kok Chin Fei	Vincent Chin
Elsa Tan	Lang Lian Fang	Vivien Yang
Elsie Peng	Lim Siew Gek	Yang Yang
Esther Ng	Ling Nee Ker	Yong Fook Lin
Faith Koh	Lionel Tan	Zhao Shu Juan
Gim Kuan	Nicky Fu	
Ho Fook Meng	Ong Hock Ann	
Ho Lai Chun	Peter Phang	

### Group Volunteers

Bethesda (Bedok-Tampines) Church – Agape 2 CG  
Bethesda (Bedok-Tampines) Church – Joshua 24B CG  
Bethesda (Bedok-Tampines) Church – Living Faith CG  
Bethesda (Bedok-Tampines) Church – Living Word Cluster CG  
Bethesda (Bedok-Tampines) Church – People of Prayer CG  
Bethesda (Bedok-Tampines) Church – Vine 2 CG

### Active Ageing

Alice Koh	Mabel Chua
Andy Lee	Ng Bao Zhu
Angela Lee	Ng Choon Seng
Angie Tang	Patricia Lam Lee Fong
Annie Teo	Patricia Lum Chan Chuen
Cecilia Wong	Patrick Kwok
Chua Kim Seng	Pauline Tan Soy Hoon
Coreen Toh	Peter Seow
Doris Lou Bee Bee	Robin Lim Khng Beng
Elizabeth Tan	Rose Tan Sok Choo
Elsa Tan	Sharon Chan Mee Kam
Eve Lim Hwee Lian	Tammy Lee Ai Wah
Geraldine Quek	Yeo Siew Hua
Hazel Kum	
Hee Chin Yong	
Ho Sweet Meng	
Kek San Nee	
Lee Oi Foon	
Lim Poh Tin Iris	
Low Siew Lian	

### Corporate Partners

FutuReady Asia (Singapore)  
Raffles Medical Group  
Samsung  
SGAG  
The Social Co.

## excITE @ COLLEGE EAST

Dellia Teo
Doreen Low
Fuji Yew
Jessica Chen
Keith Chang
Kimberly Tan
Melvin Chia
Ng Yu Yan
Raymond Poh
Rose Lam
Shu Shi Rong
Sim Peck Hwee

### Corporate Partners

Credit Suisse  
Visa

## ◆ FAMILY SERVICES

### Bursary Award

Adelyn Tiorinda Tioruddin  
Alex Wong  
Alicia Tan  
Daniel Ng  
Goh Choo Neo  
Irene Lim  
Jane Lee  
Lee Si Min  
Michael James Portela  
Patricia Lum  
Peh Woon Bing  
Poh Poh Lian  
Shirly Chua  
Zhang Jun Min

### Parent-Child Bonding

Agnes Phan  
Belinda Sim  
Devan Lim  
Dion Lim  
Iain Tan  
Janae Lai  
Janelle Lai  
Janette Lai  
Jasmine Tan  
Jovial Foo  
Justin Lai  
Kelly Lum  
Tony Goh  
Vera Lim

### Home Visits

Leong Pei Lay Rebecca  
Linda Quake Bee Hua

### YouthSpace

Ahmad Yusoff Bin Mohd Salleh  
Cavan Tan Sheng Rui  
Charlene Yap  
Cheo Chin Sheng  
Chong Shu Hui Michel  
Christel Ng  
Cindy Lim Sin Yee  
Clarrisa Cheng  
Dorothy Goh Ying Oon  
Edwin Leong Jia Jun  
Eleanor Fong Shui Yen  
Hong Kay Weng Isaac  
Isabel Tay  
Joey Chan Kai Li  
Justus Soh  
Koh Poh Ling Pauline  
Law Yiwei Jason  
Lee Siew Yen

### Group Volunteers

#### Bursary Award

Bethesda (Bedok-Tampines) Church - Living Stone 2 CG

#### Parent-Child Bonding

Bethesda (Bedok-Tampines) Church - Bethel CG

#### Renovaid Project

Bethesda (Bedok-Tampines) Church - Sola Fide CG

Lim Li Xin  
Melissa Ng  
Muhd Ramadhan Bin Md Yusman  
Ong Wei Ren  
Phoebe Goh Rui Qi  
Quah Joon Hui Conant  
Sim Pei Jun  
Sim Pei Yi  
Soong Li-Anne  
Soong Li-Nette  
Tan Jun Rui Winfred  
Tay Zhee Yong  
Wang Shan Yun Sarah  
Wong Su Yi  
Yap Wen Xuan Lyselle  
Yu Yi Sheng

## ◆ INTEGRATED SPECIAL STUDENT CARE CENTRE

Angela Oo  
Ann Khoo  
Candi Teng  
Chan Chu Chye  
Chang Swee Wah  
Charles Han  
Chew Lee Ming  
Chong Foong Yin  
Chow Lee Moi  
Chua Chee Hwee  
Chua Choo Geok  
Eliza Lim  
Emily Mui  
Evelyn Lee  
Foo Jiaying  
Gan Poh Neo  
Germaine Teo  
Gulanda Muhati (Grace)  
Ho Hang Fong  
Iris Tan  
Jeanne Koek  
Jeremy Soh  
Joel Chia  
Joshua Tan  
Julie Wong

Koh Ai Hua  
Lee E-E  
Lee Long Sing Henri  
Lena Wong  
Lewis Kuan  
Linda Chan  
Linda Quek  
Mary Sam  
Myra Lee  
Olivia Juliani Johansen  
Paul Tan  
Preetha Rajeev  
Rosalind Chew  
Soh Leng Leng  
Teo Bee Eng  
Vicky Tan  
Yang Jeongin  
Yeap Keng Teck

### Ad Hoc Volunteers

Angelia Koh  
Annie Toh  
Audrey Seet  
Benson Chin  
Cavan Tan  
Chen Xueyi  
Christy Lim  
Dawn Teo  
Goh Choo Neo  
Hoo Yu Qian  
Jean Koh  
Jolene Cheng  
Joy Leong  
Kelvin Teo  
Margaret Chan  
Matthew Ang  
Ng Soon Kwong  
Noah Lim  
Sharon Goh  
Shirlin Lai

### Group Volunteers

Anglo Chinese Junior College  
Bethesda (Bedok-Tampines) Church - Joy CG

### Corporate Partners

Tan Chin Tuan Foundation

# CORPORATE INFORMATION

The organisation was registered under the Registry of Societies in Singapore on 21 June 1996 and registered as a Charity on 19 April 1997 as Bethesda Care and Counselling Services Centre (BCCSC). On 7 February 2018, our name change to Bethesda Care Services was effected. The organization is a full member of the National Council of Social Service and has an Institution of a Public Character (IPC) status.

**Name in Chinese:** 恩典之家

**ROS Registration Number:** ROS 164/96 WEL

**Charity Registration Number:** 01253

**Institution of a Public Character (IPC) Registration Number:** IPC 000 227

**IPC Sector Administrator:** Ministry of Social and Family Development

**Unique Entity Number (UEN):** S96SS0146D

## 23<sup>RD</sup> MANAGEMENT COMMITTEE

The Management Committee sets the direction, decides on our policies, administrative procedures and provides leadership and counsel relating to the management of Bethesda Care Services. The following Committee Members were appointed at Bethesda Care Services' 23rd Annual General Meeting on 26 June 2018.

<b>Chairman</b>	Dr Peng Chung Mien
<b>Vice Chairman</b>	Mr Lok Vi Ming
<b>Honorary Treasurer</b>	Mr Wong Chee Boon <i>(appointed on 26 June 2018)</i>
<b>Honorary Secretary</b>	Mr Lai Choy Tong
<b>Committee Members</b>	Ms Bok Hai Choo Christine Ms Wong Li Tien Ms Tan Jee Nah Mr James Wong Joo Sin Mr Wong Siu Hong Alfred Ms Wong Phui Hong Mr Ng Bok Eng Mr Chua Seng Lee <i>(appointed on 26 June 2018)</i>

## SENIOR MANAGEMENT TEAM

<b>Executive Director</b>	Mr William Loke
<b>Senior Social Worker - Family Services</b>	Ms Jeslyn Koh
<b>Acting Supervisor - Elderly Services</b>	Mr William Loke
<b>Acting Supervisor - Student Care Services</b>	Ms Kathleen Yee <i>(appointed on 1 Oct 2018)</i>
<b>Programme Manager - Soul-Care Services – exclTE</b>	Ms Michelle Low

# DISCLOSURE REPORT

## REGISTERED IPC STATUS

Bethesda Care Services' IPC status, renewed under the Ministry of Social and Family Development, is valid from 01/07/2017 to 31/03/2020.

## BOARD AND EXECUTIVE MANAGEMENT

1. The governing instrument of Bethesda Care Services is the Constitution. Bethesda Care Services is governed by a Management Committee consisting of voluntary members. The Management Committee members and Office-Bearers are elected at an Annual General Meeting every two years.
2. There are no Management Committee Members (i.e. Board Members) holding staff appointments.
3. The governing instrument does not expressly permit staff to become board members. Hence, the rule of staff not comprising more than one-third of the board is not applicable.
4. Staff do not participate in Board decision-making.
5. No Management Committee Members received any remuneration from Bethesda Care Services during the Financial Year. As such, no Board Member is involved in setting his or her own remuneration.
6. The governing instrument sets out the Board's Composition, Appointment Process, Objectives and Tenure of office bearers.
7. The Honorary Treasurer has a term limit of four consecutive years, as stipulated in the Governing Instrument.
8. There are no staff (employees) who are close members of the family of a Board Member or the Chief Executive Officer (i.e. Executive Director equivalent).
9. The governing instrument sets out the number of times the board meets and quorum required.
10. The Board regularly reviews Bethesda Care Services' controls, processes, key programmes and events through reports and information provided by its Committees, Board Members and the Management.
11. A total of 4 board meetings were held in FY18/19 (this excludes the AGM held on 26 June 2018) on the following dates: 26 June 2018, 18 September 2018, 18 December 2018 and 26 March 2019.
12. All board members were re-appointed or newly appointed at the AGM held on 26 June 2018.

## DISCLOSURE AND TRANSPARENCY

1. Bethesda Care Services makes available to its stakeholders an annual report that includes information on its programmes, activities, audited financial statements, Directors and Executive Management.
2. Bethesda Care Services' Assets including the passenger vans listed below are held for the sole purpose of supporting its charitable community programmes and activities:  
Passenger van plate no. PC1737X  
Passenger van plate no. PC2391C

Details of the Board of Directors including their meeting attendance are as follows:

<b>NAME</b>	<b>POSITION</b>	<b>DATE ASSUMED POSITION</b>	<b>BOARD DIRECTOR SINCE</b>
Peng Chung Mien ●●●●●	Chairman	29 JUNE 2015	8 JAN 1998
Lok Vi Ming ●●●●	Vice-Chairman	29 JUNE 2015	1 JAN 1997
Lai Choy Tong ●●●●	Secretary	29 JUNE 2015	13 JULY 2013
Wong Chee Boon ●●●●●	Treasurer	26 JUNE 2018	26 JUNE 2018
Wong Siu Hong Alfred ●●	Member	30 JUNE 2007	30 JUNE 2007
James Wong Joo Sin ●●●●	Member	30 JUNE 2007	30 JUNE 2007
Bok Hai Choo Christine ●●	Member	29 JUNE 2010	29 JUNE 2010
Tan Jee Nah (Gina) ●	Member	8 SEPT 2010	8 SEPT 2010
Wong Li Tein (Monica)	Member	13 JULY 2013	13 JULY 2013
Wong Phui Hong (Ivy Tan) ●●●●	Member	29 JUNE 2015	29 JUNE 2015
Ng Bok Eng ●●	Member	30 JUNE 2016	30 JUNE 2016
Chua Seng Lee ●●●●	Member	26 JUNE 2018	26 JUNE 2018

● Denotes Board Meeting attendance. There were 4 Board Meetings in FY18/19.

## **STRATEGIC DIRECTION AND PROGRAMME MANAGEMENT**

1. The Board reviews and approves the vision and mission of Bethesda Care Services through Board and Committee meetings.
2. The Board approves and reviews a strategic plan for Bethesda Care Services to ensure that the activities are in line with its objectives.
3. These are documented and communicated to its members through corporate and management meetings, and to the public through publicity materials such as Bethesda Care Services' website, annual report and community networking.

## WHISTLE-BLOWING POLICY

1. Bethesda Care Services' Whistle-blowing policy aims to provide an avenue for employees and external parties to raise concerns and offer reassurance that they will be protected from victimisation for whistle-blowing in good faith.

## RESERVE POLICY

1. Bethesda Care Services' Reserve Policy is to maintain a reserve of not less than 6 months of operating costs. This is to protect the interests of the beneficiaries in the event of a dip in donations. The amount of reserve will be regularly reviewed by the Management Committee.

## PUBLIC IMAGE

1. Bethesda Care Services accurately portrays its image to its members, donors and the public and has guidelines on how mediums of communication are to be used and how stakeholders are to be engaged.

## HUMAN RESOURCE MANAGEMENT

1. Bethesda Care Services employs paid staff.
2. No staff is involved in setting his or her own remuneration.
3. There are HR policies and annual appraisal system.
4. The annual remuneration of key management personnel are classified as follows:

**REMUNERATION BAND**  
**\$S\$100,000 TO \$S\$150,000**

**FY18/19**  
**1**

**FY17/18**  
**1**

*Key management staff are personnel having authority and responsibility for planning, directing and controlling the activities of Bethesda Care Services, directly or indirectly. Key management staff comprise of the Executive Management Team.*

5. There is no paid staff, being a close member of the family belonging to the Chief Executive Officer (ie. Executive Director equivalent) or members of the Board of Directors of Bethesda Care Services, who has received remuneration exceeding \$50,000 during the financial year.

## MANAGEMENT OF CONFLICT OF INTEREST

1. There are documented procedures for Board Members and staff to declare actual or potential conflicts of interests to the Board.
2. Board Members make annual declarations of actual or potential conflicts of interests to the Board.
3. Board Members abstain and do not vote or participate in decision-making on matters where they have a conflict of interest.

## FINANCIAL MANAGEMENT AND INTERNAL CONTROL

1. The Board ensures internal control systems for financial matters are in place with documented procedures.
  - i. The Board approves the annual budget and the Treasurer is updated via monthly reports of expenditure.
  - ii. Internal control policies and management review controls are practiced to ensure compliance and key controls are reviewed regularly to ensure its effectiveness.
  - iii. The financial records have been properly maintained and the financial statements give a true and fair view of Bethesda Care Services' operations and finances.
2. In the Financial Year 2018/2019, Bethesda Care Services did not provide loans to any persons, establishments or related parties.

## INVESTMENT GUIDELINES

- Bethesda Care Services adopts a conservative stance towards investing of Bethesda Care Services' reserves. In the Financial Year 2018/2019, reserves set aside for investment were placed in fixed deposits.

## CONDUCT OF FUND-RAISING ACTIVITIES

- Donor's intent with regards to funds received (donations) made for specific or identified designated purposes are strictly observed. Funds in designated accounts will be used for the sole intention of which the designated funds had been established. Any change of use of such funds will only be administered after attaining the consent of the donor who had stipulated the original intention of that donated sum.
- Bethesda Care Services maintains a high level of confidentiality with respect to donor information. Donors' name or other details will not be published in any corporate collaterals or publications unless there is a partnership agreement between Bethesda Care Services and the donor.
- Donations collected are properly recorded on the IPC Link System (IRAS), Bethesda Care Services' accounting system, and promptly deposited by Bethesda Care Services.
- The total fund-raising expenses of Bethesda Care Services did not exceed 30% of the total receipts from fund-raising and sponsorships for the Financial Year 2018/2019.
- Bethesda Care Services did not engage the services of commercial fund-raisers in Financial Year 2018/2019.

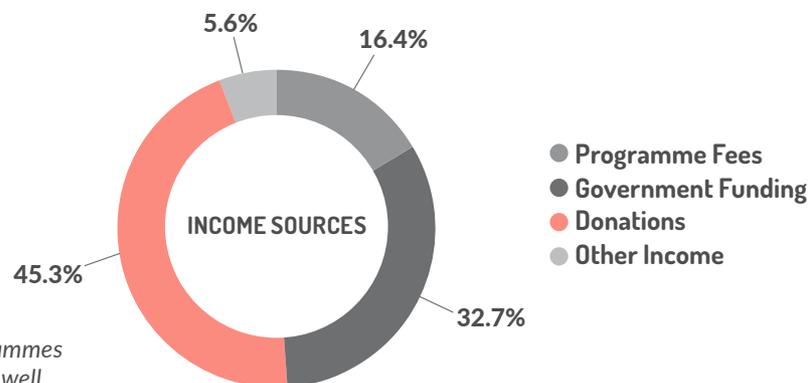
## REVIEW OF FINANCIAL STATUS

Bethesda Care Services receives 32.75% of its annual funding from government grants and relies more on its own programme fees and donations received to meet the rest of its financial needs. In FY2018/2019, Bethesda Care Services received income totalling \$2,903,012.

### INCOME SOURCES

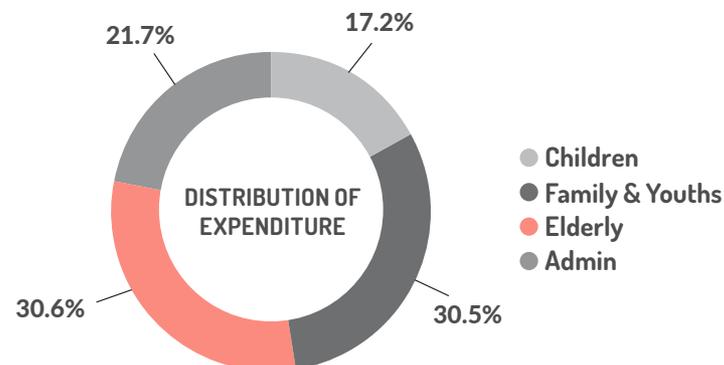
Programme Fees	475,607	16.4%
Government Funding	950,833	32.7%
Donations	1,315,254	45.3%
Other Income*	161,318	5.6%
Total	<u>2,903,012</u>	

\*Other Income refers to funding from supplementary government subsidies to defray organisation employment cost (e.g. MOM-Special Employment Credit), assistance programmes targeted at specific groups of individuals (e.g. Elderly COPE - SECD Reimbursement) as well as other miscellaneous sources of income (e.g. interest earned from Fixed Deposit).



### DISTRIBUTION OF EXPENDITURE

Children	447,865	17.2%
Family & Youths	793,062	30.5%
Elderly	797,562	30.6%
Admin	565,326	21.7%
Total	<u>2,603,815</u>	



## BREAKDOWN OF CHARITY DOLLAR

For FY2018/2019, out of every \$1.00 spent, 78¢ went directly to fund programmes and activities that benefit our clients.

**Direct Charitable Expenses** - Include programme staff cost and cost of providing services and running programmes for clients.

**Indirect Charitable Expenses** - comprising of: operations/administration cost, which includes printing, stationery, transport, telecommunications, IT expenses, professional fees and administrative staff cost.

## MANPOWER STATUS

As of 31 March 2019, BCS had a team of 51 staff comprising of 34 full-time staff (including 1 contract staff) and 18 part-time staff (including 2 temporary staff) for FY2018/2019.

## PURPOSES OF ORGANISATIONAL ASSETS

From April 2018, renovation works were made for the upgrading of our office space to increase work stations so as to maximize the use of space.

On 8 May 2018, Bethesda Care Services purchased the Charity Management System together with the Hosting and Management Service from Tigernix Pte Ltd. This is to enhance the database management of all Bethesda Care Services' clients, donors and volunteers.

## CALENDAR OF EVENTS

### Key Developments for FY2018/2019

#### *May – August 2018*

Citi-YMCA Youth For Causes (YFC) is a community initiative started by Citi and the YMCA of Singapore in 2003. This year, a team of students from ITE College East partnered with us to raise funds and awareness for Bethesda Care Services. With two main fundraising mechanisms - street sales and charity movie gala, they raised more than \$12,000 for Bethesda Care Services. Furthermore, the team won the most prestigious award, the distinction award from Citi-YMCA.

#### *May – June 2018*

During the June school holidays, a Chinese enrichment workshop was conducted for the Primary 3 students by a volunteer. The workshop was conducted over four sessions. Each session was held weekly for 2 hours. The children were given scenarios to role play and had to perform their segments in Chinese. This is a successful workshop as some of the students who were weak in the Chinese language were inspired to learn Chinese after this workshop.

#### *5 June 2018*

This Neeuro Senzeband training workshop was conducted to equip the volunteers to use the Neeuro SenzeBand devices when conducting home visits to the elderly in the future. The volunteers learnt how to use the headgear as well as to navigate the app game in the tablet. Neeuro Senzeband comes with a headset and a game application created to stimulate the mind and train cognitive skills. It helps to keep the elderly mentally active.

#### *5 June 2018*

This FY marks our first corporate partnership with Tan Chin Tuan Foundation (TCTF) on the Project Cheer Programme with our Integrated Special Student Care Centre (ISSCC). The main objective of Project Cheer is to be multi-generational, providing younger children an opportunity to mingle with senior citizens. Project Cheer is a project initiated and funded by TCTF to encourage students to put their values in action to create a positive experience for children and elderly. The Anglo Chinese Junior College (ACJC) students planned and facilitated sessions for the SCC children. As a result of the successful collaboration, TCTF continued this partnership again on 22 March 2019 with our elderly beneficiaries from Elderly Services.

### **22 – 24 June 2018**

During the June school holidays, a total of 29 participants from 8 families attended our “iAppreciate” Family Camp held at Village Hotel Changi. The camp aimed to encourage the families to create a culture of appreciation. The camp consists of bonding activities such as a telematch, a light photography competition as part of their family portrait photoshoot as well as a BBQ dinner. There were also individual workshops catered for the parents and children to learn more about appreciating others.

### **21 July 2018**

On 21 July, the youths from SPACE Avenue band performed at the YMCA Proms @ the Park in front of a crowd of around 500 people. Although it is the first time the band performed in front of such a huge crowd, the band managed to pull off a great performance of 2 songs.

### **31 July 2018**

In Celebration of the 10th Global Youth Leaders Summit & Nelson Mandela International Day held on 31 July 2018. As part of our collaboration with FutuReady Asia, 219 youth leaders from 21 participating schools visited our premises and served the community by packing and delivering daily necessities for our beneficiaries.

### **17 August 2018**

In giving back to Singapore’s pioneer generation, Samsung started “The Power to Progress” campaign to raise pledges to donate \$100,000 to five elder care charities. We collaborated with social change makers SGAG and The Social Co. and are grateful to have SGAG supporting us for this campaign. The highlight of this project was to empower the elderly to have the skills to use technology to enjoy entertainment. The Active Ageing Seniors got the opportunity to play old school arcade games and to learn to use an app to create their own music videos. On 5 October 2018, a cheque of \$100,000 was presented by Samsung for the 5 charities and we are grateful to be a recipient of \$20,000.

### **18, 19, 26 August 2018**

We held our annual BCS Awareness Week (BAW) centred around the theme “Act and Empower – For Such A Time As This”. Game booths were introduced in this year’s campaign for the people to participate and learn more about our services. This year, we have received over 80 new volunteer sign-ups and collected more than S\$34,000 worth of donations and sponsorships.

### **August – November 2018**

This year, armed with more experience and the same enthusiasm, a team of volunteers from BBTC embarked on their second ‘Renovaid’ project. The beneficiaries were a family of 7 staying in a cluttered 2-room HDB rental flat. During September to November, they met up with the family to discuss and redesign the living space. On 17 and 18 November, 11 volunteers came together to give the house a new coat of paint, cleaned up the place and refurbished the house with new furniture that maximised their living space.

### **6 September 2018**

Mr Sam Tan, Minister of State for Social and Family Development visited BCS as part of MSF and NCSS’ efforts to understand ground issues and challenges faced by social service organisations. It was a fruitful time of sharing as the Minister engaged with our leadership, staff and the volunteers.

### **19 – 21 September 2018**

The Bridge Leaders’ Camp was a collaboration between Youth Space (Yayasan Mendaki) and exClTE to develop their leadership skills. The highlights of the camp included a sandcastle team-bonding session at East Coast Park, goal setting and crafting of the personal mission statement at Kranji War Memorial and a Pseudo Camp Fire in school. By developing their leadership skills, their dynamism can be harnessed for greater effectiveness within the student body.

### ***23, 30 November, 4 December 2018***

In November and December 2018, we had several interdepartmental collaborations between ISSCC and the Active Ageing department to encourage multigenerational bonding between the young and old. The SCC children joined the Active Ageing seniors in their Rummy-O sessions and Zumba dance classes. On 4 December, the P1 and P2 children joined the Active Ageing seniors to do low-impact exercises for the first time. They enjoyed their session because they got to mingle with the elderly.

### ***November – December 2018***

In November and December 2018, we launched the Pillow Project - a project aimed at providing our elderly beneficiaries with new pillows. Pillow Project was first launched on social media in early November. Later on, it was picked up and featured in the Straits Times. On 31 December 2018, our fundraising phase concluded with a grand total of about \$35,000. Simmons sponsored 300 pillows and Asian Medical Foundation sponsored 300 waterproof pillow protectors. In January 2019, with the help of our volunteers, staff and team from Raffles Medical Group, the pillows and pillow protectors were distributed to our elderly clients.

### ***10 December 2018***

At the end of the year, the Space Avenue Band from YouthSpace performed at The Salvation Army Peacehaven Bedok Day Centre and spent an afternoon with the elderly. The band not only performed for the elderly, but they also served them snacks during tea break and spent time interacting with them. Before leaving, they gave the elderly handmade cards and origami flowers.

### ***11 & 18 January 2019***

A total of 41 students from Raffles Girls' School participated in the Service Learning Project as part of the Outward Bound (OB) Parallel Programme on 11 and 18 January respectively. This is a collaboration with FutuReady Asia and our elderly beneficiaries from the Elderly Services. With a shopping list, the students went grocery shopping to purchase items on the list such as diapers, instant coffee, milk and biscuits. During the home visits, they spent quality time with the elderly by playing board games with them.

### ***30 January & 1 February 2019***

This Chinese New Year, the exClTE team sought to reach out and bring Chinese New Year well wishes to the Bedok Community. Booths were set up in the Student Activity Centre (SAC) for the students to craft lanterns or write well wishes through Chinese calligraphy. Another group of students distributed DIY handmade items to the residents living in the vicinity.

**BETHESDA CARE SERVICES**  
**FINANCIAL STATEMENTS**  
**FOR THE FINANCIAL YEAR ENDED**  
**31 MARCH 2019**

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**BETHESDA CARE SERVICES**  
(Registered with Registry of Societies, Singapore)

**STATEMENT BY THE MANAGEMENT COMMITTEE**

On behalf of the Management Committee, we, Peng Chung Mien and Wong Chee Boon, being the Chairman and Honorary Treasurer of Bethesda Care Services (“the Society”) respectively, do hereby state that in our opinion, the financial statements set out on pages 5 to 20 are properly drawn up in accordance with the Societies Act, Chapter 311, the Charities Act, Chapter 37 and other relevant regulations and Financial Reporting Standards in Singapore so as to present fairly, in all material respects, the financial position of the Society as at 31 March 2019 and the financial performance, changes in accumulated fund and cash flows of the Society for the financial year ended on that date.



Dr. Peng Chung Mien  
Chairman

**25 JUN 2019**



Wong Chee Boon  
Honorary Treasurer

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
BETHESDA CARE SERVICES**  
(Registered with Registry of Societies, Singapore)

**Report on the Audit of the Financial Statements**

***Opinion***

We have audited the accompanying financial statements of Bethesda Care Services (the "Society") as set out on pages 5 to 20, which comprise the balance sheet as at 31 March 2019, and the statement of comprehensive income, statement of changes in accumulated funds and statement of cash flows for the financial year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements are properly drawn up in accordance with the Societies Act, Chapter 311 (the "Societies Act"), the Charities Act, Chapter 37 and other relevant regulations (the "Charities Act and Regulations") and Financial Reporting Standards in Singapore ("FRSs") so as to present fairly, in all material respects, the financial position of the Society as at 31 March 2019 and the financial performance, changes in accumulated fund and cash flows of the Society for the year ended on that date.

***Basis for Opinion***

We conducted our audit in accordance with Singapore Standards on Auditing ("SSAs"). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Society in accordance with the Accounting and Corporate Regulatory Authority (ACRA) *Code of Professional Conduct and Ethics for Public Accountants and Accounting Entities* (ACRA Code) together with the ethical requirements that are relevant to our audit of the financial statements in Singapore, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ACRA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

***Other Information***

The Management Committee is responsible for the other information. The other information comprises the Statement by the Management Committee as set out on page 1 and the information included in the Annual Report but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
BETHESDA CARE SERVICES (cont'd)**  
(Registered with Registry of Societies, Singapore)

**Report on the Audit of the Financial Statements (cont'd)**

***Responsibilities of the Management Committee and Those Charged with Governance for the Financial Statements***

The Management Committee is responsible for the preparation and fair presentation of these financial statements in accordance with the Societies Act, Charities Act and Regulations and FRSSs, and for such internal control as the Management Committee determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, Management Committee is responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless Management Committee either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Society's financial reporting process.

***Auditor's Responsibilities for the Audit of the Financial Statements***

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with SSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Society's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by Management Committee.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
BETHESDA CARE SERVICES (cont'd)**  
(Registered with Registry of Societies, Singapore)

**Report on the Audit of the Financial Statements (cont'd)**

*Auditor's Responsibilities for the Audit of the Financial Statements (cont'd)*

- Conclude on the appropriateness of Management Committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Society to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

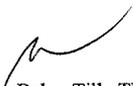
We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**Report on Other Legal and Regulatory Requirements**

In our opinion, the accounting and other records required by the regulations enacted under the Societies Act to be kept by the Society have been properly kept in accordance with those regulations.

During the course of our audit, nothing has come to our attention that causes us to believe that during the financial year:

- a) the use of the donation moneys was not in accordance with the objectives of the Society as required under regulation 11 of the Charities (Institutions of a Public Character) Regulations; and
- b) the Society has not complied with the requirements of regulation 15 (Fund-raising expenses) of the Charities (Institutions of a Public Character) Regulations.



Baker Tilly TFW LLP  
Public Accountants and  
Chartered Accountants  
Singapore

25 June 2019



**BETHESDA CARE SERVICES**  
(Registered with Registry of Societies, Singapore)

**STATEMENT OF COMPREHENSIVE INCOME**  
**For the financial year ended 31 March 2019**

	Note	2019 \$	2018 \$
<b>Income</b>			
Donations	3	1,315,254	984,023
Program fees		475,607	414,973
Government funding		377,621	331,675
Government grants		573,212	652,371
Interest from fixed deposits		40,878	32,464
Other income		120,440	170,754
		<hr/>	<hr/>
		2,903,012	2,586,260
<b>Less expenditure</b>			
Depreciation of property, plant and equipment	5	77,324	58,459
Program expenses		470,078	524,382
Staff costs	4	2,006,483	1,954,086
Loss on property, plant and equipment written off		206	163
Other operating expenses		49,724	38,250
		<hr/>	<hr/>
		2,603,815	2,575,340
<b>Surplus for the financial year and total comprehensive income</b>		<hr/>	<hr/>
		299,197	10,920

The accompanying notes form an integral part of these financial statements.

**BETHESDA CARE SERVICES**  
(Registered with Registry of Societies, Singapore)

**BALANCE SHEET**  
At 31 March 2019

	Note	2019 \$	2018 \$
<b>Non-current asset</b>			
Property, plant and equipment	5	224,725	136,447
<b>Current assets</b>			
Sundry receivables	6	65,101	71,551
Fixed deposits	7	3,000,000	3,300,000
Bank and cash balances		590,415	665,981
		<u>3,655,516</u>	<u>4,037,532</u>
<b>Total assets</b>		<u>3,880,241</u>	<u>4,173,979</u>
<b>Non-current liabilities</b>			
Community Silver Trust Grant	9	31,242	107,959
Community Silver Trust deferred capital grant	10	7,888	12,777
Care And Share Matching Grant	11	343,332	927,902
Care And Share Matching deferred capital grant	12	213,879	120,916
		<u>596,341</u>	<u>1,169,554</u>
<b>Current liabilities</b>			
Accrued operating expenses		56,726	76,415
Deposits - student care	8	26,759	26,792
		<u>83,485</u>	<u>103,207</u>
<b>Total liabilities</b>		<u>679,826</u>	<u>1,272,761</u>
<b>Net assets</b>		<u>3,200,415</u>	<u>2,901,218</u>
<b>Accumulated fund</b>		<u>3,200,415</u>	<u>2,901,218</u>

The accompanying notes form an integral part of these financial statements.

**BETHESDA CARE SERVICES**

**STATEMENT OF CHANGES IN ACCUMULATED FUND**  
**For the financial year ended 31 March 2019**

	\$
Balance at 1 April 2017	2,890,298
Total comprehensive income for the financial year	10,920
Balance at 31 March 2018	<u>2,901,218</u>
Total comprehensive income for the financial year	299,197
<b>Balance at 31 March 2019</b>	<b><u>3,200,415</u></b>

The accompanying notes form an integral part of these financial statements.

**BETHESDA CARE SERVICES**  
(Registered with Registry of Societies, Singapore)

**STATEMENT OF CASH FLOWS**  
**For the financial year ended 31 March 2019**

	2019 \$	2018 \$
<b>Cash flows from operating activities</b>		
Surplus for the financial year	299,197	10,920
Adjustments for:		
Amortisation of deferred capital grants	(76,181)	(56,362)
Depreciation of property, plant and equipment	77,324	58,459
Loss on property, plant and equipment written off	206	163
Interest income	(40,878)	(32,464)
Operating cash flows before movements in working capital	259,668	(19,284)
Receivables	6,450	(35,126)
Payables	(516,754)	438,109
Cash (used in)/generated from operations	(250,636)	383,699
Interest received	40,878	32,464
<b>Net cash (used in)/generated from operating activities</b>	<b>(209,758)</b>	<b>416,163</b>
<b>Cash flows from investing activity</b>		
Purchases of property, plant and equipment and net cash used in investing activity	(165,808)	(91,533)
<b>Net (decrease)/increase in cash and cash equivalents</b>	<b>(375,566)</b>	<b>324,630</b>
<b>Cash and cash equivalents at beginning of financial year</b>	<b>3,965,981</b>	<b>3,641,351</b>
<b>Cash and cash equivalents at end of financial year</b>	<b>3,590,415</b>	<b>3,965,981</b>
<b>Cash and cash equivalents comprise:</b>		
Fixed deposits	3,000,000	3,300,000
Bank and cash balances	590,415	665,981
	<b>3,590,415</b>	<b>3,965,981</b>

The accompanying notes form an integral part of these financial statements.

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the financial year ended 31 March 2019**

These notes form an integral part of and should be read in conjunction with the accompanying financial statements.

**1 General information**

The Society is registered under the Societies Act Cap. 311 and is domiciled in Singapore.

The principal activities of the Society are to initiate, assist and organise activities and schemes of social service for the alleviation of poverty, suffering, ignorance or ill-health through the allowance of assistance, education, training services or counselling.

The Society is a registered Charity under Charities Act since 1997. The Society is an Institute of Public Character ("IPC") since 1 October 2008.

The Society's registered address and principal place of activities is at 300 Bedok North Avenue 3, Singapore 469717.

**2 Significant accounting policies**

**a) Basis of accounting**

The financial statements, expressed in Singapore dollars (\$), which is the Society's functional currency, have been prepared in accordance with the Societies Act, Chapter 311, the Charities Act, Chapter 37 and other relevant regulations and Financial Reporting Standards in Singapore ("FRSs"). The financial statements have been prepared under the historical cost convention except as disclosed in the accounting policies below.

The preparation of financial statements in conformity with FRSs requires the use of estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the financial year. Although these estimates are based on management's best knowledge of current events and actions, historical experiences and various other factors that are believed to be reasonable under the circumstances, actual results may ultimately differ from those estimates.

*Use of estimates and judgements*

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods. There were no significant judgments and estimates made during the financial year.

The carrying amounts of cash and cash equivalents, current receivables and payables approximate their respective fair values due to the relatively short-term maturity of these financial instruments.

## 2 Significant accounting policies (cont'd)

### a) Basis of accounting (cont'd)

#### *New and revised standards*

In the current financial year, the Society has adopted all the new and revised FRSs and Interpretations of FRSs ("INT FRSs") that are relevant to its operations and effective for the financial year. The adoption of these new and revised FRSs and INT FRSs has no material effect on the financial statements except as disclosed below:

#### ***FRS 115 Revenue from Contracts with Customers***

FRS 115 replaces FRS 18 'Revenue', FRS 11 'Construction contracts' and other revenue-related interpretations. It applies to all contracts with customers, except for leases, financial instruments, insurance contracts and certain guarantee contracts and non-monetary exchange contracts. FRS 115 provides a single, principle-based model to be applied to all contracts with customers. An entity recognises revenue in accordance with the core principle in FRS 115 by applying a 5-step approach.

Under FRS 115, an entity recognises revenue when (or as) a performance obligation is satisfied, i.e. when "control" of the goods or services underlying the particular performance obligation is transferred to the customer. The entity is required to exercise judgement, taking into consideration all of the relevant facts and circumstances when applying each step of the model; to contracts with their customers. The standard also specifies the accounting for incremental costs of obtaining a contract and the costs directly related to fulfilling a contract.

The Society adopted FRS 115 using the modified retrospective approach without restating prior periods' information and recognises any difference between the previous carrying amount and the carrying amount at the beginning of the annual reporting period at the date of initial application in the opening accumulated fund as at 1 April 2018.

At the date of initial application and 31 March 2019, the Society has assessed that the adoption of FRS 115 does not have any material impact to the financial position and results of the Society.

#### ***FRS 109 Financial Instruments***

FRS 109 replaces FRS 39 *Financial Instruments: Recognition and Measurement* for annual periods beginning on or after 1 January 2018. It includes guidance on (i) the classification and measurement of financial assets and financial liabilities; (ii) impairment requirements for financial assets; and (iii) general hedge accounting.

Financial assets are classified according to their contractual cash flow characteristics and the business model under which they are held. The impairment requirements in FRS 109 are based on expected credit loss model and replace FRS 39 incurred loss model.

The Society applied FRS 109 using a modified retrospective approach, with date of initial application on 1 April 2018. The Society has not restated the comparative information, which continues to be reported under FRS 39.

## 2 Significant accounting policies (cont'd)

### a) Basis of accounting (cont'd)

*New and revised standards*

#### **FRS 109 Financial Instruments (cont'd)**

Differences arising from the adoption of FRS 109 have been recognised directly in accumulated fund and other components of equity.

#### *(i) Classification and measurement*

Under FRS 109, the Society classifies its financial assets based on Society's business model for managing the financial assets and the contractual cash flow characteristics of the financial assets. The assessment of the Society business model was made as at the date of initial application on 1 April 2018. The assessment of whether contractual cash flows on debt instruments are solely comprised of principal and interest was made based on the facts and circumstances as at the initial recognition of the assets.

The following are the changes in classification and measurement arising from adopting FRS 109:

- Loans and receivables (including other receivables (excluding prepayments) and cash and cash equivalents as at 31 March 2018 are held to collect contractual cash flows and give rise to cash flows representing solely payments of principal and interest. These are classified and measured as debt instruments at amortised cost beginning 1 April 2018.

The Society has not designated any financial liabilities as at fair value through profit or loss. There are no changes in classification and measurement for the Society's financial liabilities.

#### *(ii) Impairment*

FRS 109 requires the Society to record expected credit losses on all of its debt instrument and financial assets at FVOCI either on a 12-month or lifetime basis. Impairment losses do not reduce the carrying amount of financial assets at FVOCI in the balance sheet, which remains at fair value.

New standards, amendments to standards and interpretations that have been issued at the reporting date but are not yet effective for the financial year ended 31 March 2019 have not been applied in preparing these financial statements. None of these are expected to have a significant effect on the financial statements of the Society.

### b) Property, plant and equipment

Property, plant and equipment are stated at cost less accumulated depreciation and any impairment in value. Depreciation is calculated on a straight-line basis to write off the assets over their estimated useful lives.

The estimated useful lives of property, plant and equipment are as follows:

	<b>No. of years</b>
Furniture and fittings	5
Computers	5
Motor vehicles	5
Renovation	5

## 2 Significant accounting policies (cont'd)

### b) Property, plant and equipment (cont'd)

The residual values, estimated useful lives and depreciation method of property, plant and equipment are reviewed, and adjusted as appropriate, at each balance sheet date. The effects of any revision are recognised in profit or loss when the changes arise.

On disposal of a property, plant and equipment, the difference between the net disposal proceeds and its carrying amount is taken to profit or loss.

Fully depreciated property, plant and equipment are retained in the financial statements until they are no longer in use.

### c) Financial assets

The accounting policy for financial assets before 1 April 2018 is as follows:

The Society's only financial assets are "loans and receivables" which comprise sundry receivables (excluding prepayments) and cash and cash equivalents. Loans and receivables are recognised initially at fair value and subsequently measured at amortised cost using the effective interest method, less allowance for impairment. An allowance for doubtful receivables is made when there is objective evidence that the Society will not be able to collect all amounts due according to original terms of receivables. The allowance made is charged to profit or loss, and bad debts are written off against allowance when identified.

The accounting policy for financial assets from 1 April 2018 onwards is as follows:

#### *Recognition and derecognition*

Regular purchases and sales of financial assets are recognised on trade date - the date on which the Society commits to purchase or sell the asset. Financial assets are derecognised when the rights to receive cash flows from the financial assets have expired or have been transferred and the Society has transferred substantially all risks and rewards of ownership.

Financial assets are initially measured at fair value. Transaction costs that are directly attributable to the acquisition of financial assets (other than financial assets at fair value through profit or loss) are added to the fair value of the financial assets on initial recognition. Transaction costs directly attributable to acquisition of financial assets at fair value through profit or loss are recognised immediately in profit or loss.

#### *Classification and measurement*

All financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

The Society classifies its financial assets at amortised cost. The classification is based on the Society's business model for managing the financial asset and the contractual cash flow characteristics of the financial assets.

The Society reclassifies debt instruments when and only when its business model for managing those assets changes.

#### *Subsequent measurement*

Debt instruments include cash and cash equivalents and sundry receivables (excluding prepayments). These are subsequently measured at amortised cost based on the Society's business model for managing the asset and cash flow characteristics of the asset.

## 2 Summary of significant accounting policies (cont'd)

### d) Financial assets (cont'd)

The accounting policy for financial assets from 1 April 2018 onwards is as follows (cont'd):

#### *Subsequent measurement (cont'd)*

The Society measures financial assets at amortised cost if both of the following conditions are met:

- The financial asset is held within a business model with the objective to hold financial assets in order to collect contractual cash flows; and
- The contractual terms of the financial asset give rise on specific dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

Financial assets at amortised cost are subsequently measured using the effective interest rate (EIR) method and are subject to impairment. Gains and losses are recognised in profit or loss when the asset is derecognised, modified or impaired. Interest income from these financial assets is included in interest income using the EIR method.

#### *Impairment*

The Society recognises an allowance for expected credit losses (“ECLs”) for financial assets carried at amortised cost. ECLs are based on the difference between the contractual cash flows due in accordance with the contract and all the cash flows that the Society expects to receive, discounted at an approximation of the original effective interest rate.

The impairment methodology applied depends on whether there has been a significant increase in credit risk. For credit exposures for which there has not been a significant increase in credit risk since initial recognition, ECLs are provided for credit losses that result from default events that are possible within the next 12-months (a 12-month ECL). For those credit exposures for which there has been a significant increase in credit risk since initial recognition, a loss allowance is required for credit losses expected over the remaining life of the exposure, irrespective of the timing of the default (a lifetime ECL).

If the Society has measured the loss allowance for a financial asset at an amount equal to lifetime ECL in the previous reporting period, but determines at the current reporting date that the conditions for lifetime ECL are no longer met, the Society measures the loss allowance at an amount equal to 12-month ECL at the current reporting date.

The Society recognises an impairment gain or loss in profit or loss for all financial assets with a corresponding adjustment to their carrying amount through a loss allowance account.

### d) Financial liabilities

Financial liabilities include accrued operating expenses and deposits received from student care which are initially measured at fair value, and are subsequently measured at amortised cost, using the effective interest method.

A financial liability is derecognised when the obligation under the liability is extinguished. Gains and losses are recognised in profit or loss when the liabilities are derecognised as well as through the amortisation process.

### e) Provisions

Provisions are recognised when the Society has a present obligation as a result of a past event, and it is probable that the Society will be required to settle that obligation. Provisions are measured at the directors’ best estimate of the expenditure required to settle the obligation at the balance sheet date, and are discounted to the present value where the effect is material.

## 2 Significant accounting policies (cont'd)

### f) Funds

Unless specifically indicated, fund balances are not represented by any specific accounts, but are represented by all assets of the Society.

### g) Income recognition

#### *Donations income*

Donations are recognised on a cash basis and are recognised as income as and when received.

#### *Program fees*

Program fees includes revenue from rendering of services including childcare services, providing food and services to elderly in need and two-way transportation for elders to their medical appointment.

Revenue from services rendered is recognised as a performance obligation satisfied over time. Program fees revenue is recognised over the duration of the programmes and in the period in which the service is provided, having regard to the stage of completion of the service. Unearned income relating to the service to be rendered in future periods are included in deferred income.

#### *Interest income*

Interest from fixed deposits is recognised on time-proportion basis, by reference to the principal outstanding and at the interest rate applicable.

### h) Impairment of non-financial assets

Non-financial assets are reviewed for impairment at each balance sheet date or whenever events or changes in circumstances indicate that the carrying amount of an asset may not be recoverable. Whenever the carrying amount of an asset exceeds its recoverable amount, an impairment loss is recognised in the profit or loss.

Reversal of impairment losses recognised in prior years is recorded when there is an indication that the impairment losses recognised for the asset no longer exist or have decreased. The reversal is recorded in income. However, the increased carrying amount of an asset due to a reversal of an impairment loss is recognised to the extent it does not exceed the carrying amount that would have been determined (net of amortisation or depreciation) had no impairment loss been recognised for that asset in prior years.

### i) Employee benefits

#### *Defined contribution plans*

Defined contribution plans are post-employment benefit plans under which the Company pays fixed contributions into separate entities such as the Central Provident Fund, and will have no legal or constructive obligation to pay further contributions once the contributions have been paid. Contributions to defined contribution plans are recognised as an expense in the period in which the related service is performed.

#### *Employee leave entitlements*

Employee entitlements to annual leave are recognised when they accrue to employees. A provision is made for the estimated liability for annual leave as a result of services rendered by employees up to the balance sheet date.

**2 Significant accounting policies (cont'd)****j) Taxation**

The Society is exempted from income tax under the provisions of the Income Tax Act.

**k) Cash and cash equivalents**

Cash and cash equivalents comprise cash on hand and with banks and fixed deposits. Cash equivalents are short-term, highly liquid investments that are readily convertible to known amounts of cash and that are subject to insignificant risk of changes in value.

**l) Government grants**

Government grants are recognised at their fair value where there is reasonable assurance that the grant will be received and all attaching conditions will be complied with. Where the grant relates to an asset, the fair value is recognised as deferred capital grant on the balance sheet and is amortised to profit or loss over the expected useful life of the relevant asset by equal annual instalments.

When the grant relates to an expense item, it is recognised in profit or loss over the period necessary to match them on a systematic basis to the costs that it is intended to compensate.

**3 Donations**

	2019	2018
	\$	\$
Tax-deductible donations	1,240,569	971,063
Non-tax deductible donations	74,685	12,960
	<b>1,315,254</b>	<b>984,023</b>

**4 Staff costs**

	2019	2018
	\$	\$
<i>Program</i>		
Salaries and bonus	1,411,555	1,297,014
CPF	219,042	200,654
Others	40,131	30,134
	<b>1,670,728</b>	<b>1,527,802</b>
<i>Administrative</i>		
Salaries and bonus	281,370	353,344
CPF	41,488	54,782
Others	12,897	18,158
	<b>335,755</b>	<b>426,284</b>
	<b>2,006,483</b>	<b>1,954,086</b>

Included above is an amount of \$321,169 (2018: \$290,876) paid to key management personnel.

**5 Property, plant and equipment**

	Furniture and fittings \$	Computers \$	Motor vehicles \$	Renovation \$	Total \$
<b>2019</b>					
<b>Cost</b>					
At 1 April 2018	260,384	56,821	125,140	21,418	463,763
Additions	–	93,790	–	72,018	165,808
Written off	–	(6,223)	–	–	(6,223)
<b>At 31 March 2019</b>	<b>260,384</b>	<b>144,388</b>	<b>125,140</b>	<b>93,436</b>	<b>623,348</b>
<b>Accumulated depreciation</b>					
At 1 April 2018	147,073	39,437	125,140	15,666	327,316
Depreciation for the year	33,466	27,032	–	16,826	77,324
Written off	–	(6,017)	–	–	(6,017)
<b>At 31 March 2019</b>	<b>180,539</b>	<b>60,452</b>	<b>125,140</b>	<b>32,492</b>	<b>398,623</b>
<b>Net carrying value</b>					
<b>At 31 March 2019</b>	<b>79,845</b>	<b>83,936</b>	<b>–</b>	<b>60,944</b>	<b>224,725</b>
<b>2018</b>					
<b>Cost</b>					
At 1 April 2017	176,402	56,582	125,140	19,154	377,278
Additions	83,982	5,287	–	2,264	91,533
Written off	–	(5,048)	–	–	(5,048)
<b>At 31 March 2018</b>	<b>260,384</b>	<b>56,821</b>	<b>125,140</b>	<b>21,418</b>	<b>463,763</b>
<b>Accumulated depreciation</b>					
At 1 April 2017	112,384	35,152	112,962	13,244	273,742
Depreciation for the year	34,689	9,170	12,178	2,422	58,459
Written off	–	(4,885)	–	–	(4,885)
<b>At 31 March 2018</b>	<b>147,073</b>	<b>39,437</b>	<b>125,140</b>	<b>15,666</b>	<b>327,316</b>
<b>Net carrying value</b>					
<b>At 31 March 2018</b>	<b>113,311</b>	<b>17,384</b>	<b>–</b>	<b>5,752</b>	<b>136,447</b>

The additions of property, plant and equipment of \$NIL (2018: \$7,505) were funded by the Community Silver Trust managed by Ministry of Health (Note 10).

The additions of property, plant and equipment of \$164,255 (2018: \$82,326) were funded by the Care And Share Matching Grant managed by Ministry of Social and Family Development (Note 12).

**6 Sundry receivables**

	<b>2019</b>	2018
	<b>\$</b>	\$
Other receivables	<b>49,332</b>	39,424
Prepayments	<b>15,769</b>	32,127
	<b>65,101</b>	71,551

**7 Fixed deposits**

Fixed deposits are placed with the banks and mature within 12 months after balance sheet date. The fixed deposits bear interest rates ranging from 1.10% to 2.00% (2018: 1.10% to 1.35%) per annum.

**8 Deposits - student care**

Deposits are paid by each student who attends the student care and are refundable when a student withdraws from the student care.

**9 Community Silver Trust grant**

Details of Community Silver Trust grant are as follows:

	<b>2019</b>	2018
	<b>\$</b>	\$
Balance at beginning of the year	<b>107,959</b>	189,760
Community Silver Trust - Matching Grant receipts	-	107,985
Transfer to Community Silver Trust deferred capital grant (Note 10)	-	(7,505)
Expenditure	<b>(76,717)</b>	(182,281)
Balance at end of the year	<b>31,242</b>	107,959

The following shows the amount of donations received during the year for eligible programme under Community Silver Trust Funding.

	<b>2019</b>	2018
	<b>\$</b>	\$
<i>Elderly Services Centre</i>		
Tax deductible donations	<b>153,734</b>	121,141
Non-tax deductible donations	<b>27,973</b>	360
	<b>181,707</b>	121,501

The Community Silver Trust is a donation matching grant from the Government aimed at enhancing and expanding the Intermediate and Long-Term Care ("ILTC") services in Singapore.

The Government will provide a matching grant of one dollar for every donation dollar raised by eligible organisations for ILTC services (i.e. 1:1 matching grant).

**10 Community Silver Trust deferred capital grant**

	2019	2018
	\$	\$
<i>Grant - related to assets</i>		
Balance at beginning of the year	12,777	23,397
Transfer from Community Silver Trust grant (Note 9)	–	7,505
Grant amortised during the year	(4,889)	(18,125)
	<u>7,888</u>	<u>12,777</u>

The grant was given to fund the purchase of property, plant and equipment for the Elderly Services Centre of the Society. The grant will be amortised over the useful lives of the property, plant and equipment.

**11 Care And Share Matching Grant**

Details of Care And Share Matching Grant are as follows:

	2019	2018
	\$	\$
Balance at beginning of the year	927,902	524,328
Care And Share Matching Grant receipts	–	900,000
Transfer to Care And Share Matching deferred capital grant (Note 12)	(164,255)	(82,326)
Expenditure	(420,315)	(414,100)
	<u>343,332</u>	<u>927,902</u>

The Care And Share is a donation matching grant from the Government aimed at enhancing and expanding the social services sector in Singapore.

The Government will provide a matching grant of 1.25 dollars for every donation dollar for the first million raised and 1 dollar for second million raised, and 0.65 dollar for third million raised by eligible organisation.

**12 Care And Share Matching deferred capital grant**

	2019	2018
	\$	\$
<i>Grant - related to assets</i>		
Balance at beginning of the year	120,916	76,827
Transfer from Care And Share Matching Grant (Note 11)	164,255	82,326
Grant amortised during the year	(71,292)	(38,237)
	<u>213,879</u>	<u>120,916</u>

The grant was given to fund the purchase of property, plant and equipment for social service sector of the Society. The grant will be amortised over the useful lives of the property, plant and equipment.

**13 Financial instruments****a) Categories of financial instruments**

Financial instruments as at balance sheet date are as follows:

	2019	2018
	\$	\$
<i>Financial assets</i>		
Financial assets at amortised cost	3,639,747	–
Loans and receivables	–	4,005,405
	<hr/>	<hr/>
<i>Financial liabilities</i>		
Financial liabilities at amortised cost	83,485	103,207
	<hr/>	<hr/>

**b) Financial risk management**

The Society's activities expose it to minimal financial risks and overall risk management is determined and carried out by the Management Committee.

*Foreign exchange risk*

The Society transacts mainly in its functional currency and as such its exposure to foreign exchange risk is minimal.

*Credit risk*

Credit risk is the risk of loss that may arise on outstanding financial instruments should a counterparty default on its obligations. The Society's exposure to credit risk arises primarily from cash and cash equivalents and other receivables. For financial assets, including cash and cash equivalents, the Society minimises credit risk by dealing exclusively with high credit rating counterparties.

The Society does not have any significant concentration of credit risk exposure. The maximum exposure to credit risk is represented by the carrying value of each class of financial assets recognised on the balance sheet. Credit risk exposure in relation to financial assets at amortised costs as at 31 March 2019 is insignificant, and accordingly no credit loss allowance is recognised as at 31 March 2019. There are no financial assets that are past due and/or impaired.

*Interest rate risk*

Interest rate risk is the risk that the fair value of future cash flows of the Society's financial instruments will fluctuate because of changes in market interest rates.

The Society is not exposed to significant interest rate risk.

*Liquidity and cash flow risk*

The Management Committee exercises prudent liquidity and cash flow risk management policies and aims at maintaining an adequate level of liquidity and cash flow at all times.

The Society's financial liabilities at the balance sheet date are all due within 1 year after balance sheet date.

### **13 Financial instruments (cont'd)**

#### **c) Fair values of financial instruments**

The carrying amounts of the financial assets and liabilities recorded in the financial statements of the Society approximate their fair values due to their relatively short-term maturity.

### **14 Fund management**

The Society's objectives when managing its funds are to safeguard and to maintain adequate working capital to continue as going concern and to develop its principal activities over the longer term through significant support in the form of donations, government grants and funding, and program fees. The fund of the Society consists of accumulated fund. No changes were made in the objectives, policies or processes during the financial years ended 31 March 2019 and 31 March 2018.

### **15 Authorisation of financial statements**

The financial statements of the Society for the financial year ended 31 March 2019 were authorised for issue in accordance with a resolution of the Management Committee dated 25 June 2019.



**BETHESDA CARE SERVICES**

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